

Manitoba Seniors Guide

2008/2009

Information on a wide range of resources
for older Manitobans



AGE FRIENDLY Manitoba



Age-Friendly Manitoba Initiative helps seniors lead active, socially engaged, independent lives that contribute to healthy aging. Manitoba, led by the Seniors and Healthy Aging Secretariat, provides many programs and services that benefit seniors and make us the most age-friendly province in Canada.

Sign up your community today!

Contact the Seniors and Healthy Aging Secretariat
Visit: www.manitoba.ca/agefriendly
Phone: Winnipeg 945-6565;
Toll-Free 1-800-665-6565

An Age-Friendly Manitoba...

Recognizes the diversity among older Manitobans

Encourages healthy, active aging

Supports the contributions of older Manitobans

Promotes the participation of seniors in all aspects of our community

Engages stakeholders in building age-friendly communities

Creates accessible, safe environments for older adults

Treats people of all ages with respect

Manitoba 



MESSAGE FROM MINISTER RESPONSIBLE FOR SENIORS

As the Minister responsible for Seniors, I am pleased to welcome readers to the latest edition of the *Manitoba Seniors' Guide*. The Seniors' Guide is a great source of information on a wide variety of resources and services available to older Manitobans. It can help users make knowledgeable decisions and choices about topics such as finances, housing, health services and safety. I hope you find it useful.

Each year, the Manitoba Council on Aging (MCA) produces the *Manitoba Seniors' Guide*. I greatly appreciate their efforts and ongoing work in bringing important issues to my attention.

In addition to this guide, seniors' organizations across the province have received *Senior Access Resource Manuals*. The *Senior Access Resource Manual* complements the *Seniors' Guide* by providing detailed information to service providers and volunteers. These individuals are often the first point of contact for older adults seeking information. The manual was created to ensure older Manitobans are well informed about the programs and services which are available to them. Research shows that well-informed seniors are healthier, more active, involved and enjoy a better quality of life. The *Manitoba Seniors' Guide* will continue to serve as the main source of information for individual seniors.

Another great project our government is working on is the Age-Friendly Manitoba Initiative. Through Age-Friendly Manitoba, communities will support active aging by contributing to the participation, health, independence and security of older adults. The Association of Manitoba Municipalities and the Manitoba Chamber of Commerce have been important partners in this work and we are well on our way to making Manitoba the most age-friendly province in Canada.

We are committed to providing programs and publications that enhance the health, independence and well-being of all seniors. As we continue planning for our aging population, I look forward to working on many more exciting projects that benefit older Manitobans.

Kerri Irvin-Ross
Minister responsible for Seniors



MESSAGE FROM CHAIR OF MANITOBA COUNCIL ON AGING

The Manitoba Council on Aging is pleased to present the 2008 edition of the Manitoba Seniors' Guide. Seniors across the province will find it a helpful tool in accessing current, comprehensive information about the many resources and services available to them. On behalf of all Manitoba seniors, the Manitoba Council on Aging wishes to express thanks to the staff of the Seniors and Healthy Aging Secretariat, and all those involved in its production.

Members of the Council on Aging continue to advocate for all Manitoba seniors in their work as an advisory council to the Minister responsible for Seniors. They welcome the many provincial government policies and programs that continue to enhance the lives of seniors across the province.

Manitoba seniors continue to show their commitment to the promotion of the health and well-being of the elders in their community by their volunteer service. They contribute their experience, their talents and their wisdom in support of a wide variety of activities that promote seniors' physical, intellectual and social well-being.

We are grateful that across this province, seniors are working to make Manitoba a better place to live for all of us, and we hope that we can continue to provide them with the support they need to accomplish their goals. To that end, it is my hope that this Seniors' Guide will be of assistance to all Manitoba seniors.

We welcome your feedback and suggestions to help us continue to produce a guide that meets the needs of seniors in our community. Your continuing participation helps to make this publication a success.

Norma Drosdowech
Chair, Manitoba Council on Aging

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Acknowledgement

We would like to thank the Seniors and Healthy Aging Secretariat and Manitoba Health for their help in preparing this brochure.

PERSONAL INFORMATION

Name: _____

Address: _____

Postal Code: _____

Telephone: _____

Social Insurance: _____

Manitoba Health Card: _____

Name/Telephone Number of:

Relative: _____

Friend: _____

Doctor: _____

Pharmacy: _____

Allergies: _____

Lawyer _____

Other: _____

Other: _____

Manitoba Seniors and Healthy Aging Secretariat

822 - 155 Carlton Street

Winnipeg, MB R3C 3H8

Fax: 948-2514

E-mail: seniors@gov.mb.ca

Website: www.manitoba.ca/agefriendly

In Winnipeg: 945-2127

Toll-free: 1-800-665-6565

Seniors Information Line

In Winnipeg: 945-6565

Toll-free: 1-800-665-6565

FREQUENTLY CALLED NUMBERS

Consumers Bureau 945-3800
Toll-free: 1-800-782-0067

Eyeglass Program 786-7365
Toll-free: 1-800-392-1207
Ext. 7365

Federal Income Tax Inquiries

Toll-free: 1-800-959-8281

55 Plus Supplement 523-5230
(Killarney)
Toll-free: 1-800-563-8793

Handicap Parking Pass 975-3257
Toll-free: 1-800-836-5551

Health Links 788-8200
Toll-free: 1-888-315-9257

Home Care Information 940-2655
(Winnipeg)

Rural – contact RHA page 29

Law Phone-In 943-2305
Toll-free: 1-800-262-8800

Manitoba Government

Inquiry 945-3744
Toll-free: 1-866-626-4862

Manitoba Housing Authority

Application Inquiries 945-7319

OAS/GIS/CPP Information

Toll-free: 1-800-277-9914

Pharmacare Drug Program 786-7141
Toll-free: 1-800-297-8099

Residential Tenancies Branch 945-2476
Toll-free 1-800-782-8403

Seniors Abuse Line 945-1884
Toll-free: 1-888-896-7183

Tax Assistance Office 948-2115
Toll-free: 1-800-782-0771

Vital Statistics 945-3701
Toll-free: 1-800-282-8069

INFORMATION

MANITOBA SENIORS AND HEALTHY AGING SECRETARIAT

The Seniors and Healthy Aging Secretariat is a department within the provincial government that works with all departments to create an environment within Manitoba that promotes health, independence and well-being of all older Manitobans. The Secretariat provides:

- support to the Minister responsible for Seniors to ensure the needs and concerns of seniors are reflected through a co-ordinated and comprehensive framework of legislation, public policy and programs.
- a central source of information and referral for seniors and their families, seniors' organizations and government departments.
- a collaborative approach to working across government, with community groups and the private sector.
- administrative and research support to the Council on Aging in the exploration of aging issues.

The Seniors and Healthy Aging Secretariat has led the Province in developing an **Age-Friendly Manitoba Initiative** to help seniors lead active, socially engaged, independent lives that contribute to healthy aging.

SENIORS INFORMATION LINE

The Seniors Information Line is an information and referral line for seniors, their families,

caregivers and professionals working with seniors. Individuals can access information on seniors' programs and services available in Manitoba.

For more information, contact:

In Winnipeg: **945-6565**

Toll-free: **1-800-665-6565**

MANITOBA COUNCIL ON AGING

The Manitoba Council on Aging is an advisory body to the Minister responsible for Seniors. The Council promotes awareness and understanding of the aging process and its implications for all age groups in Manitoba.

The Manitoba Council on Aging Act received Royal Assent in June 2005 and provides a legislative foundation for the work of the Council.

It is responsible for providing the Minister with information and advice about:

- the aging process and its implications for all age groups in Manitoba;
- programs, services, policies, legislation that relate to the aging process; and
- the needs and interests of older Manitobans.

Composed of older adults, members represent a cross-section of geographic, ethnic and community service backgrounds in Manitoba. The Council welcomes individual and group expressions of interest and concern about seniors' issues.

For more information contact:

822 - 155 Carlton Street

Winnipeg, MB R3C 3H8

Phone: 945-2127

Toll-free: 1-800-665-6565

SENIORS ORGANIZATIONS

AGE AND OPPORTUNITY (A&O)

Age & Opportunity operates five senior centres in Winnipeg, which provide a variety of health-related, educational, recreational programs and on-site social work counselling. Other services include resources for caregivers, legal assistance, a Therapy Dog Program and Friendly Visiting Services.

For more information, contact:

Age & Opportunity

200 - 280 Smith Street

Winnipeg, MB R3C 1K2

Phone: 956-6440

E-mail: info@ageopportunity.mb.ca

Website: www.ageopportunity.mb.ca

CREATIVE RETIREMENT MANITOBA (CRM)

Creative Retirement Manitoba contributes to the well-being of older persons and their communities by developing and offering innovative and interactive learning opportunities with and for older persons. Programs include:

- courses on a wide range of subjects including languages, arts, history, fitness and computers
- intergenerational outreach
- literacy outreach
- retirement preparation
- public education on seniors and aging
- seniors Resource Network website (seniors.cimnet.ca)

Creative Retirement Manitoba

270 Sherbrook Street

Winnipeg, MB R3C 2B9

Phone: 949-2565

E-mail: info@crm.mb.ca

Website: www.crm.mb.ca

LA FÉDÉRATION DES AÎNÉS FRANCO-MANITOBAINS, INC. (FAFM)

FAFM represents and protects the interests of Francophones aged 55 years and over while contributing to the development of the community. Primary actions are lobbying, communication, promotion, and community development. For more information, contact:

La Fédération des aînés

franco-manitobains, Inc.

212 - 383 Provencher Boulevard

St. Boniface, MB R2H 0G9

Phone: 235-0670

Toll-free: 1-800-665-4443

E-mail: info@fafm.mb.ca

MANITOBA SOCIETY OF SENIORS, INC. (MSOS)

The MSOS is a charitable non-profit and nonpartisan organization. MSOS represents the views of older Manitobans with government, the media, business and employer groups.

MSOS members pay an annual fee of \$20 (\$30 for a household). In return the members receive free personal income tax preparation, the monthly *Manitoba Society of Seniors Journal*, *Fifty and Beyond*, as well as recreation and travel discounts. For more information, contact:

Manitoba Society of Seniors

202 - 323 Portage Avenue

Winnipeg, MB R3B 2C1

Phone: 942-3147 (Winnipeg)

Toll-free: 1-800-561-6767

E-mail: membership@msos.mb.ca

Website: www.msos.mb.ca

MANITOBA ASSOCIATION OF MULTI-PURPOSE SENIOR CENTRES (MAMSC)

MAMSC is the unifying agent of senior centres in Manitoba and represents 19 senior centres in Manitoba. MAMSC represents over 10,000 members/clients and countless more users of senior centres.

Multi-Purpose Senior Centres are a community focal point that:

- support older adults as individuals or in groups.
- provide services and programs that maintain and improve health and quality of life.
- support personal independence and encourage involvement in community life.

The Centres offer accessible and affordable programs and services including: fitness and exercise programs, leadership development, health promotion, illness prevention, social, recreational, cultural, and educational programming, volunteer opportunities, nutrition, advocacy, counselling, legal advice, information and referral, support groups and other support services.

For more information, contact:

MAMSC

c/o St. James/Assiniboia Senior Centre
203 Duffield St.

Winnipeg, MB R3J 0H6

Phone: 837-4910

Email: kpjw@mts.net

SERVICES FOR FRANCOPHONE OLDER ADULTS

233-ALLÔ, CENTRE D'INFORMATION

The 233-Allô is an information centre that offers services and information to anyone interested in the Francophone community in Manitoba.

Phone: 233-ALLÔ (2556)

Toll-free: 1-800-665-4443

E-mail: 233allo@sfm-mb.ca

Website: www.sfm-mb.ca

PLURI-ELLES (MANITOBA), INC.

Pluri-elles (Manitoba), inc. is a centre that offers services at no cost to francophones living in the Province of Manitoba. Pluri-elles offers individual and group counselling, individual counselling, a literacy program, family literacy, and a job reintegration program or job research. For more information, contact:

Pluri-elles (Manitoba), Inc.

570 Des Meurons Street

Winnipeg, MB R2H 2P8

Phone: 233-1735

Toll-free: 1-800-207-5874

E-mail: plurielles@shaw.ca or pluridg@shaw.ca

SENIORS RESOURCE COUNCILS IN MANITOBA

Seniors Resource Councils are a main source of support for seniors at the community level. They are located throughout Manitoba and operate independently within their communities. Though the types of services and programs may vary according to local needs, they are often the first point of contact in the community.

For more information, contact the Community Resource Council nearest you.

ASSINIBOINE REGION

Seniors Independent Services

Box 97

Baldur, MB R0K 0B0

Phone: 535-2538 • Fax: 535-2215

Seniors Independent Services

Box 297

Belmont, MB R0K 0C0

Phone/Fax: 537-2642

Seniors Services of Banner County, Inc.

Box 131

Binscarth, MB R0J 0G0

Phone: 532-2134 • Fax: 532-2468

Email: valjferguson@hotmail.com

Valley Recreation

Box 238

Birtle, MB R0M 0C0

Phone: 834-3936 • Fax: 842-5192

Email: vrd@mts.net

Senior Services of Turtle Mountain Area, Inc.

Box 962

Boissevain, MB R0K 0E0

Phone: 534-6816 • Fax: 534-2403

Email: sstma@mts.net

Carberry Plains Services for Seniors

Box 597

Carberry, MB R0K 0H0

Phone: 834-6613

Fax: 834-6604 • Attn: Senior's Coordinator

Email: servsen@mts.net

**Senior Services for Roblin, Cartwright,
Mather & RM of Roblin**

Box 275

Cartwright, MB R0K 0L0

Phone: 529-2590 • Fax: 529-2288

Email: ssrocart@hotmail.com

Seniors Outreach Services of Bren-Win, Inc.

Box 392

Deloraine, MB R0M 0M0

Phone: 747-3283 • Fax: 747-2927

Email: sosdel@mts.net

**Seniors Access to Independent
Living, Inc. – SAIL**

Box 70

Elkhorn, MB R0M 0N0

Phone: 845-2011 • Fax: 845-2371

Email: elksail@mts.net

Erickson-Onanole Services to Seniors

Box 97

Erickson, MB R0J 0P0

Phone: 636-7895 • Fax: 636-2516

Email: areas@mts.net

Support Services to Seniors

Box 44

Foxwarren, MB R0J 0R0

Phone: 847-2080 • Fax: 847-2069

Seniors Independent Services

Box 639

Glenboro, MB R0K 0X0

Phone/Fax: 827-2703

Helping Hands for Glenella District, Inc.

Box 15

Glenella, MB R0J 0V0

Phone: 352-2248

Hamiota Seniors Council, Inc.

Box 177

Hamiota, MB R0M 0T0

Phone: 764-2658 • Fax: 764-2658

Email: 7642658@mts.net

**Seniors Organized Services of
Souris Valley, Inc.**

Box 428

Hartney, MB R0M 0X0

Phone: 858-2597 • Fax: 858-2425

Email: hartneysos@yahoo.ca

MILES for Seniors, Inc.

Box 40

Holland, MB R0G 0X0

Phone: 526-2249 • Fax: 526-2028

Email: miles@rmofvictoria.com

Woodworth Seniors Services

Box 64

Kenton, MB R0M 0Z0

Phone: 838-2169 • Fax: 838-2000

Email: wss@inetlinkwireless.ca

Killarney Share Our Services

Box 5000

Killarney, MB R0K 1G0

Phone: 523-3213 • Fax: 523-8948

Email: mcobbledick@arha.ca

Senior Services of Antler River

Box 413

Melita, MB R0M 1L0

Phone: 522-8466 • Fax: 522-3493

Miniota Municipal Services to Seniors

Box 57

Miniota, MB R0M 1M0

Phone: 567-3625 • Fax: 567-3807

Email: mmssl@mts.net

Minnedosa & District Services to Seniors

Box 1844

Minnedosa, MB R0J 1E0

Phone/Fax: 867-5190

Email: seniors@mts.net

HAND - Neepawa & District

Box 1852

Neepawa, MB R0J 1H0

Phone: 476-2009

Fax: 476-2188 • Att: Senior's Coordinator

Email: handsup@mts.net

Seniors Access to Independent Living, Inc. - SAIL

Box 156

Oak Lake, MB R0M 1P0

Phone: 855-3150

Email: chartes@yahoo.ca

Senior Services of Antler River

Box 185

Pierson, MB R0M 1S0

Phone: 634-2332 • Fax: 634-2479

Senior Services of Rivers - Rapid City & District, Inc.

Box 215

Rapid City, MB R0K 1W0

Phone: 826-2732 • Fax: 826-2781

Seniors Helping Hands of Alstone, Inc.

Box 384

Reston, MB R0M 1X0

Phone/Fax: 877-3920

Email: restonshh@mts.net

Senior Services of Rivers - Rapid City & District, Inc.

Box 809

Rivers, MB R0K 1X0

Phone: 764-0440 • Fax: 328-4460

Rosburn & District Services for Seniors

Box 418

Rosburn, MB R0J 1V0

Phone: 859-2720 • Fax: 859-3399

Seniors Services of Banner County, Inc.

Box 1073

Russell, MB R0J 1W0

Phone/Fax: 773-2316

Email: rslsrser@mts.net

St. Lazare-Ellice Services for Seniors

Box 37

St. Lazare, MB R0M 1Y0

Phone: 683-2524

Senior Services of Prairie - Parkland, Inc.

Box 543

Shoal Lake, MB R0J 1Z0

Phone: 759-2195 • Fax: 759-3399

Email: sspp1@mts.net

Souris Seniors Organized Services of Souris Valley, Inc.

Box 1245

Souris, MB R0K 2C0

Phone/Fax: 483-3106

Email: macrl@westman.wave.ca

Strathclair Senior Services

Box 303

Strathclair, MB R0J 2C0

Phone: 365-2012 • Fax: 365-2630

Email: sspp2@mts.net

Seniors Access to Independent Living, Inc. - SAIL

Box 1984

Virden, MB R0M 2C0

Phone: 748-2323 • Fax: 748-2053

Email: lejo44@hotmail.com

Seniors Outreach Services of Bren-Win, Inc.

Box 104

Waskada, MB R0M 2E0

Phone: 673-2534 • Fax: 673-2663

Email: wask@mts.net

Seniors Independent Services – SIS

Box 413

Wawanesa, MB R0K 2G0

Phone: 824-2670 • Fax: 824-2244

Email: siswawanesa@mts.net

BRANDON REGION**Prairie Oasis Senior Centre**

241 – 8th Street

Brandon, MB R7A 3X2

Phone: 727-6641 • Fax: 725-0669

Seniors for Seniors Co-op, Inc.

311 Park Avenue East

Brandon, MB R7A 7A4

Phone: 571-2050 • Fax: 706-4691

Email: sfors@westman.wave.ca

BURNTWOOD REGION**Thompson Seniors Resource Council**

424 Westwood Drive

Thompson, MB R8N 0G9

Phone: 677-9676 • Fax: 677-9990

Email: rotary@mts.net

(NORTH) CENTRAL REGION**Cartier Senior Citizens Supports, Inc.**

Box 215

Elie, MB R0H 0H0

Phone: 353-2470 • Fax: 353-5825

Email: cscsc@mts.net

Gladstone Area Seniors Support Program

Box 757

Gladstone, MB R0J 0T0

Phone/Fax: 385-3026

Email: gassp@mts.net

Headingley Seniors' Services, Inc.

5353 Portage Avenue

Headingley, MB R4H 1J9

Phone: 889-3132 (ext. 3) • Fax: 831-0816

Email: hdllyseniorservices@mts.net

MacGregor–Austin Senior Support Program

Box 717

MacGregor, MB R0H 0R0

Phone: 685-2083 • Fax: 685-2983

Email: bdyck@rha-central.mb.ca

Plumas Senior Citizens, Inc.

Box 233

Plumas, MB R0J 1P0

Phone: 386-2029

Email: tonns@tonn.ca

Portage Service for Seniors, Inc.

1643 Saskatchewan Avenue West

Portage la Prairie, MB R1N 0R4

Phone: 239-6312 or 239-1453 • Fax: 857-9080

Email: psfs@mts.net

(SOUTH) CENTRAL REGION**Pembina Community Resource Council**

Box 129

Manitou, MB R0G 1G0

Phone: 242-2744 • Fax: 242-3062

Email: pcrc@goinet.ca

Morden Services for Seniors, Inc.

306 North Railway Street

Morden, MB R6M 1S7

Phone/Fax: 822-5663

Email: servicesforseniors@mts.net

Louise Community Support for Services

Box 232

Pilot Mound, MB R0G 1P0

Phone: 825-2443 • Fax: 825-2423

Winkler and District Multi-Purpose Senior Centre, Inc.

Box 653

Winkler, MB R6W 4A8

Phone: 325-8964 • Fax: 325-8984

Email: wsc@valleycable.com

(EAST) CENTRAL REGION**Rhineland C.A.R.E., Inc.**

Box 697

Altona, MB R0G 0B0

Phone: 324-1528 • Fax: 324-5694

Email: ann_nikkel@hotmail.com

Morris Area Senior Services, Inc.

Box 997

Morris, MB R0G 1K0

Phone: 746-6336 • Fax: 746-8299

Email: mass@mts.net

Services aux Aînés Montcalm

Box 160

St. Jean Baptiste, MB R0G 2B0

Phone: 758-3031 • Fax: 758-3144

Email: dvincent@rha-central.mb.ca

MacDonald Services to Seniors

Box 283

Starbuck, MB R0G 2P0

Phone: 735-3052

Email: mssi@mts.net

(WEST) CENTRAL REGION

Carman Community Seniors Resource Council

Box 2142

Carman, MB R0G 0J0

Phone/Fax: 745-6611

Email: carmanseniors@mts.net

Ensemble Chez Soi

Box 336

55 rue Rodgers

Notre Dame de Lourdes, MB R0G 1M0

Phone: 248-2687 • Fax: 248-7289

Email: ensemblechezsoi@hotmail.com

Lorne Community Support Services

Box 40

Swan Lake, MB R0G 2S0

Phone: 836-2585 • Fax: 836-2701

(NORTH) EASTMAN REGION

Brokenhead Outreach For Seniors, Inc.

Box 1690, 606 James Street

Beausejour, MB R0E 0C0

Phone: 268-7300 • Fax: 268-3525

Email: seniors@granite.mb.ca

Two Rivers Seniors Resource Council, Inc.

Box 1030

Lac du Bonnet, MB R0E 1A0

Phone: 345-1227 • Fax: 345-8609

Email: tworiver@granite.mb.ca

Springfield Services to Seniors

Box 100, 689 Main Street

Oakbank, MB R0E 1J1

Phone: 444-6128 • Fax: 444-7851

Email: kinplace@mts.net

Winnipeg River Resource Council, Inc.

Box 1109

Pine Falls, MB R0E 1M0

Phone: 367-9128 • Fax: 367-8981

Email: wrss@mts.net

Helping East Lake People Centre

(H.E.L.P. Centre)

Box 2

Traverse Bay, MB R0E 2A0

Phone: 756-6471 • Fax: 756-3087

Email: ebhelc@granite.mb.ca

Two Rivers Seniors Resource Council, Inc.

Box 160

Whitemouth, MB R0E 2G0

Phone: 348-4610 • Fax: 348-7911

Email: wmrivers@mts.net

(SOUTH) EASTMAN REGION

Franklin Senior Services

Box 222

Dominion City, MB R0A 0H0

Phone: 427-2869 • Fax: 427-3463

Email: waltersb@mts.net

Services Rivière Seine Pour Aîné(e)s/Seine

River Services for Seniors

Box 590

LaBroquerie, MB R0A 0W0

Phone: 424-5575 Fax: 424-5662

Email: jul_wan@hotmail.com

Niverville Senior Services

Box 14

Niverville, MB R0A 1E0

Phone: 388-9945 • Fax: 388-6110

Email: liesafunk_sts@hotmail.com

Richot Senior Services, Inc.

344 Main Street

St. Adolphe, MB R5A 1B5

Phone: 883-2880

Email: laurden@mts.net

R.M. of De Salaberry Services to Seniors

Box 187

St. Malo, MB R0A 1T0

Phone: 347-5652 • Fax: 347-5901

Email: crem@ratriverrcomm.ca

Senior Service pour Ainé(e)s

Box 252

St. Pierre-Jolys, MB R0A 1V0

Phone: 433-3276 • Fax: 433-3884

Email: jeannell@mts.net

LGD of Piney Community Resource Council, Inc.

Box 24

South Junction, MB R0A 1Y0

Phone/Fax: 437-2604

Email: prasek02@mts.net

Serving Seniors, Inc.

10 Chrysler Gate

Steinbach, MB R5G 2E6

Phone: 320-4604 • Fax: 320-9098

Email: dwssinc@mts.net

Vita & District Resource Council, Inc.

12 - 132 Drull Avenue

Vita, MB R0A 2K0

Phone: 425-3701 • Fax: 425-7975

Email: vdrc@mts.net

The following have tenant resource coordinators for their complex only:

Villa Youville, Inc.

210 avenue Centrale

Ste. Anne, MB R5H 1C9

Phone: 422-3008 • Fax: 422-5842

Email: strudeau@sehealth.mb.ca

Fernwood Place (Steinbach Housing, Inc.)

303 - 3rd Street

Steinbach, MB R5G 1K1

Phone: 326-2547 • Fax: 346-9114

Email: fernwoodtrc@hotmail.com

Haven Group

177 Woodhaven Avenue

Steinbach, MB R5G 1K7

Phone: 371-1721 • Fax: 346-0386

Email: parkviewtc@mts.net

INTERLAKE REGION**Arborg and District Seniors Resource Council**

Box 935

Arborg, MB R0C 0A0

Phone: 376-3494 • Fax: 376-5379

Email: srprogrm@mts.net

Living Independence For Elders – LIFE

Box 684, 43 Railway Avenue

Ashern, MB R0C 0E0

Phone: 768-2187 • Fax: 768-2961

Email: lifeash@mts.net

Eriksdale Community Resource Council, Inc.

Box 382

Eriksdale, MB R0C 0W0

Phone: 739-2697 • Fax: 739-2073

Email: ecrc1@mts.net

Fisher Branch Seniors Resource Council

Box 557

Fisher Branch, MB R0C 0Z0

Phone: 372-7315 • Fax: 372-8710

Email: fbsro@mts.net

Gimli Seniors Resource Council, Inc.

Box 1928

Gimli, MB R0C 1B0

Phone: 642-7297 • Fax: 642-4604

Email: gsrc@mts.net

Lundar Community Resource Council

Box 430, 35 Main Street

Lundar, MB R0C 1Y0

Phone: 762-5378 • Fax: 762-5177

Riverton & District Seniors Resource

Box 250

Riverton, MB R0C 2R0

Phone: 378-3103 • Fax: 378-2264

St. Laurent Senior Resource Council, Inc.
Box 308
St. Laurent, MB R0C 2S0
Phone: 646-2504, ext. 227 • Fax: 646-2394
Email: stlsrc@mts.net

Gordon Howard Support Services
384 Eveline Street
Selkirk, MB R1A 1N3
Phone: 785-2737 • Fax: 785-2095
Email: llong@gordonhoward.ca
and hhalipchuk@gordonhoward.ca

South Interlake Seniors Resource Council, Inc.
Box 36, 5 Keith Cosens Drive
Stonewall, MB R0C 2Z0
Phone: 467-2719 • Fax: 467-2647
Email: sisrc@mts.net

Teulon and District Seniors Resource Council
Box 418
Teulon, MB R0C 3B0
Phone: 886-2570 • Fax: 886-2778
Email: tdsrsc@mts.net

PARKLAND REGION

Dauphin Multi-Purpose Senior Centre, Inc.
55 - 1st Avenue South East
Dauphin, MB R7N 2A2
Phone: 638-6485 • Fax: 638-6874
Email: dsc_progs@mts.net
or dsc_admin@mts.net

Gilbert Plains and District Community Resource Council, Inc.
Box 567
Gilbert Plains, MB R0L 0X0
Phone: 548-4131
Email: gpdrc@mts.net

Grandview and District Community Resource Council, Inc.
Box 235
Grandview, MB R0L 0Y0
Phone: 546-2085 • Fax: 546-2754
Email: gvdrcc@mts.net

McCreary People Helping People, Inc.
Box 521
McCreary, MB R0J 1B0
Phone: 835-2782 • Fax: 835-2713
Email: mssts@mts.net

Roblin & District Community Help Centre
Box 1417
Roblin, MB R0L 1P0
Phone: 937-8276 • Fax: 937-8892
Email: rdchc@mts.net

Lawrence Resource Council, Inc.
Box 41
Rorketon, MB R0L 1R0
Phone: 732-2862 • Fax: 732-2557 (call first)
Email: sllrc@mts.net

Ste. Rose and District Community Resource Council, Inc.
Box 624
Ste. Rose du Lac, MB R0L 1S0
Phone: 447-2478 • Fax: 447-2278
Email: srrescou@mts.net

Swan River and District Community Resource Council, Inc.
Box 2641
Swan River, MB R0L 1Z0
Phone: 734-5707 • Fax: 734-4163
Email: swandcrc@mts.net

WINNIPEG REGION

Boni-Vital Council for Seniors
6 - 845 Dakota Street
Winnipeg, MB R2M 5M3
Phone: 255-2061 • Fax: 255-4903
Email: bvcsenrs@mts.net

Broadway Seniors Resource Council
319 - 691 Wolseley Avenue
Winnipeg, MB R3G 1C3
Phone: 772-3533 • Fax: 775-5835
Email: bway@mts.net

Downtown Seniors Resource Council of Winnipeg
c/o 200 - 280 Smith Street
Winnipeg, MB R3C 1K2
Phone: 803-8329 • Fax: 956-5667
Email: downtown@ageopportunity.mb.ca

Fort Garry Seniors Resource Council

800 Point Road, Lower Level

Winnipeg, MB R3T 3L8

Phone: 956-6440

Email: outreach@ageopportunity.mb.ca

Keewatin/Inkster Neighbourhood Resource Council for Seniors

97 Keewatin Street

Winnipeg, MB R3E 3J1

Phone: 774-3085

Email: kinrc@mts.net

Middlechurch Home of Winnipeg Community Services for Seniors Council

280 Balderstone Road

West St. Paul, MB R4A 4A6

Phone: 336-4126 • Fax: 334-2503

Email: bev@middlechurchhome.mb.ca

Point Douglas Seniors Coalition

817 Main Street

Winnipeg, MB R2W 5J2

Phone: 792-8894 • Fax: 589-0554

Email: pdouglasseniors@mts.net

River East Council for Seniors

755 Henderson Highway

Winnipeg, MB R2K 2K5

Phone: 667-6812 • Fax: 661-0750

Email: recs@mts.net

Seven Oaks Seniors' Links, Inc.

1588 Main Street

Winnipeg, MB R2V 1Y3

Phone: 612-3888 • Fax: 334-3779

Email: sosl@mts.net

South Winnipeg Seniors Resource Council

Room 123 - 1 Morley Avenue

Winnipeg, MB R3L 2P4

Phone: 478-6169 • Fax: 478-6121

Email: swsrc@mts.net

St. James/Assiniboia Senior Centre, Inc.

203 Duffield St.

Winnipeg, MB R3J 0H6

Phone: 987-8858 • Fax: 987-8856

Email: aaspence@stjasc.mb.ca

Transcona Council for Seniors

845 Regent Avenue West

Winnipeg, MB R3C 3A9

Phone: 222-9879 • Fax: 222-5774

Email: transconacouncilforseniors@gmail.com

SENIOR CENTRES

The Senior Centres across Manitoba provide a variety of activities and services to seniors to encourage community and health among seniors. Contact the centre nearest you for more information.

WINNIPEG**Downtown Senior Centre**

200 - 280 Smith Street

Winnipeg, MB R3C 1K2

Phone: 956-6441

Email: info@ageopportunity.mb.ca

Main Street Senior Centre

817 Main Street

Winnipeg, MB R2W 5J2

Phone: 942-7486

Email: norwin@ageopportunity.mb.ca

St. Vital/St. Boniface Senior Centre

254 Lakewood Boulevard

Winnipeg, MB R2J 3A2

Phone: 956-5734

Email: southd@ageopportunity.mb.ca

Stradbroke Senior Centre

400 Stradbroke Avenue

Winnipeg, MB R3L 2P8

Phone: 956-6490

Email: info@ageopportunity.mb.ca

West End Senior Centre

644 Burnell Street

Winnipeg, MB R3G 2B7

Phone: 772-9581

Email: we@ageopportunity.mb.ca

**Aboriginal Seniors Resource Centre of
Winnipeg, Inc.**

Unit 4 - 100 Robinson Street

Winnipeg, MB R2W 5M8

Phone: 586-4595 • Fax: 586-3283

E-mail: thelma@asrcwpg.org

Charleswood Senior Centre (Two Locations)

Room 5, Royal School

450 Laxdal Road

Winnipeg, MB R3R 0W4

Phone: 832-6527

2nd floor Municipal Building

5006 Roblin Boulevard

Winnipeg, MB R3R 0G7

Phone: 897-5263

E-mail: cwsenior@mts.net

Website: www.seniors.cimnet.ca

Good Neighbours Senior Centre

755 Henderson Highway

Winnipeg, MB R2K 2K5

Phone: 669-1710 • Fax: 661-0750

E-mail: gnsc@mts.net

Gwen Sectar Creative Living Centre

1588 Main Street

Winnipeg, MB R2V 1Y3

Phone: 339-1701 • Fax: 334-3779

E-mail: gwensecter@shaw.ca

Website: www.gwensecter.4t.com

St. James/Assiniboia Senior Centre, Inc.

203 Duffield St.

Winnipeg, MB R3J 0H6

Phone: 987-8850 • Fax: 987-8856

E-mail: ghewitt@stjasc.mb.ca

Rady JCC Older Adult Programming

Rose & Max Rady Jewish Community Centre

B100 - 123 Doncaster Street

Winnipeg, MB R3N 2B3

Phone: 477-7545 • Fax: 477-7530

E-mail: ktaylorhallick@aspercampus.mb.ca

RURAL

Prairie Oasis Senior Centre

241 - 8th Street

Brandon, MB R7A 3X2

Phone: 727-6641 • Fax: 725-0669

Seniors for Seniors Co-op, Inc.

311 Park Avenue East

Brandon, MB R7A 7A4

Phone: 571-2050 • Fax: 726-4691

E-mail: sfors@westman.wave.ca

Dauphin Multi-Purpose Senior Centre

55 - 1st Avenue South East

Dauphin, MB R7N 2A2

Phone: 638-6485 • Fax: 638-6874

E-mail: dsc_admin@mts.net

Gimli New Horizons 55+ Centre

Box 1821

Gimli, MB R0C 1B0

Phone: 642-7909 • Fax: 642-5156

Email: gimli55@mts.net

Morden Friendship Activity Centre

306 North Railway Street

Morden, MB R6M 1S7

Phone: 822-3555 • Fax: 822-4822

E-mail: plplett@mts.net

Herman Prior Senior Services Centre, Inc.

40 Royal Road North

Portage la Prairie, MB R1N 1V1

Phone: 857-6951 • Fax: 857-6743

Email: hp55plus@mts.net

Gordon Howard Senior Centre

384 Eveline Street

Selkirk, MB R1A 1N3

Phone: 785-2092 • Fax: 785-2095

E-mail: lhanson@gordonhoward.ca and

E-mail: llong@gordonhoward.ca

Steinbach 55 Plus (Serving Seniors, Inc.)

10 Chrysler Gate

Steinbach, MB R5G 2E6

Phone: 320-4600 • Fax: 320-9098

E-mail: dwssinc@mts.net

South Interlake 55+, Inc.

Box 309, 5 Keith Cosens Dr.

Stonewall, MB R0C 2Z0

Phone: 467-2582 • Fax: 467-2647

E-mail: si55plus@mts.net

**Winkler and District Multi-Purpose
Senior Centre Inc.**

Box 653, 394 - 6th Street

Winkler, MB R6W 4A8

Phone: 325-8964 • Fax: 325-8984

E-mail: wsc@valleycable.com

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RESEARCH

CENTRE ON AGING

The Centre on Aging is a University-wide research centre at the University of Manitoba. The Centre on Aging conducts, stimulates and promotes research on aging, provides an interdisciplinary focus for the research activities in aging at the universities in Manitoba, and supports the teaching of students in aging. The Centre serves as the focal point for the integration and dissemination of research on aging in Manitoba.

The Centre on Aging publishes a newsletter (available on request) and sponsors lectures and seminars. It hosts an annual spring research symposium to promote a dialogue on various aspects of aging.

For further information, contact:

Centre on Aging

338 Isbister Building

University of Manitoba

Winnipeg, MB R3T 2N2

Phone: 474-8754

Toll-free: 1-800-432-1960 ext. 8754

E-mail: aging@umanitoba.ca

Website: www.umanitoba.ca/centres/aging

ACTIVE LIVING COALITION FOR OLDER ADULTS IN MANITOBA (ALCOA-MB)

The Active Living Coalition for Older Manitobans encourages the development of strategies to promote healthy active living among older adults, such that their quality of life is improved and enhanced. ALCOA-MB consists of partners who collaborate on projects that support active living. The coalition supports a Peer Leadership Program and a Speakers Bureau consisting of active older leaders who volunteer their time to give presentations to groups of older Manitobans on topics such as: 10 Habits to a Healthy Lifestyle, Active Living, Fall Prevention, Healthy Eating, Medicine Use and Misuse. Among resources available on loan are the Active Living Gear Kit and Healthy Lifestyles Bingo. The Bingo may also be purchased.

For more information contact:

Healthy Aging Coordinator

1075 Leila Avenue

Winnipeg, MB, R2P 2W7

Phone: 1-866-202-6663

Website: www.alcoamb.org

E-mail: mhorganjones@sogh.mb.ca

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SUPPORT AND FUNDING FOR SENIORS ORGANIZATIONS

MANITOBA AGRICULTURE, FOOD AND RURAL INITIATIVES (MAFRI)

MAFRI helps groups of older adults and/or their organizations incorporate cooperatives to meet social, cultural and economic needs. Examples of some of the needs are housing, health, social, recreational or cultural clubs and services.

Cooperatives offer seniors opportunities to lead more active and rewarding lives.

For more information on how your group can form a cooperative to meet your needs, please contact:

Manitoba Agriculture, Food and Rural Initiatives

MAFRI GO Offices are in over 30

Manitoba communities.

Toll-free: 1-866-626-4862 for the office nearest to you.

E-mail: co-ops@gov.mb.ca

Website: www.co-ops.mb.ca

GRANTS AND RESOURCES DIRECTORY

Manitoba Culture, Heritage, Tourism and Sport, Recreation and Regional Services Branch lists the Department's grants on its website at the address available below. Links are also provided on grants of other provincial and federal government departments and organizations. These would include financial and consultative supports which are available to recreation service providers. The information contained in this directory is revised on an ongoing basis. However, programs change, so you are advised to contact the appropriate department or agency before applying.

Manitoba Culture, Heritage, Tourism and Sport

Recreation & Regional Services Branch
6th floor, 213 Notre Dame Avenue

Winnipeg, MB R3B 1N3

Phone: 945-3766

E-mail: rrs@gov.mb.ca

Website:

www.gov.mb.ca/chc/grants/index.html

MANITOBA COMMUNITY SERVICES COUNCIL, INC.

The Manitoba Community Services Council (MCSC) allocates funds and bingo events to Manitoba non-profit organizations qualifying as participants under the community services umbrella. MCSC funds projects and services of recreation, health-related, community service and social service organizations.

For more information, contact:

Manitoba Community Services Council, Inc.

102 - 90 Garry Street

Winnipeg, MB R3C 4H1

Phone: 940-4450 • Fax: 453-2692

E-mail: applications@mbcsc.ca

Website: www.mbcsc.ca

FINANCES

FEDERAL INCOME SECURITY PROGRAMS

Canada's public pension system provides seniors with a secure, modest base of retirement income. The two main programs are Old Age Security and the Canada Pension Plan. Benefits offered by these programs do not start automatically – you must apply for them.

OLD AGE SECURITY (OAS)

If you are 65 or older and meet the Canadian residence requirements, you are entitled to

the Old Age Security Pension. You should apply at least six months before you turn 65. If you lived in Canada, but now live in another country, you may still be eligible. Full or partial pensions are determined by the length of residency in Canada.

Old Age Security application packages can be obtained by calling the toll-free number or by visiting your local Service Canada Centre.

GUARANTEED INCOME SUPPLEMENT (GIS)

The federal government program ensures that every senior has a guaranteed minimum

income. The GIS is an additional monthly benefit available to seniors who receive an Old Age Security pension and have a low income.

First time applicants can receive an application form by calling the toll-free number or by visiting your local Service Canada Centre. If you file your income tax return every year on time you will not need to reapply. The GIS is not a taxable income.

THE ALLOWANCE

If you are between 60 and 64 and your spouse or common-law partner is an OAS pensioner who is eligible for the GIS, you may qualify for the Allowance. The Allowance:

- is a monthly benefit that helps bridge the income gap until you turn 65
- is not a taxable income
- must be re-applied for annually

ALLOWANCE FOR THE SURVIVOR

If you are between 60 and 64, have a low income, and your spouse or common-law partner has died, you may qualify for the Allowance For The Survivor. The Allowance For The Survivor is not a taxable income.

CANADA PENSION PLAN (CPP)

RETIREMENT PENSIONS

Most working Canadians contribute to the Canada Pension Plan. If you have contributed to the Plan, you are entitled to a retirement pension.

CPP is a monthly payment to individuals who are at least 60 years of age. The amount you receive is based on how much and for how long you contributed to the Plan. It is also affected by what age you take your pension. For example, if you take your pension before the age of 65, your benefits will be reduced.

You must apply for these benefits. You should apply at least six months before you want to receive them.

If you contributed enough to the CPP you or your family may be eligible for the following other Canada Pension Plan Benefits:

SURVIVOR BENEFIT

If you die, your surviving spouse or common-law partner and dependent children may be eligible for a monthly survivor benefit.

DEATH BENEFIT

If your spouse or common-law partner dies, you may be eligible for a lump sum death benefit to help with the costs of the funeral.

DISABILITY PENSION

If you have a disability which prevents you from working, you may be eligible for a monthly disability benefit. These benefits are converted to retirement pensions at age 65.

PENSION SHARING

If you are married or in a common-law relationship, you may be able to save on income tax by pension sharing. If you and your spouse/common-law partner are both at least 60, you can apply to share your CPP retirement pensions equally. Both must be at least 60 and have applied for any CPP pensions to which they are entitled.

CREDIT SPLITTING

If you are separated or divorced, CPP contributions made by you or your spouse/common-law partner can be divided equally. This division applies to contributions you both made during your marriage or common-law relationship. You may be entitled to retirement, disability, or other benefits higher than those for which you would qualify on your own.

CANADA PENSION PLAN SUMMARY

- You must apply for all benefits and programs.
- All benefits are considered taxable income.
- A cost-of-living adjustment is made in January of each year.

All forms are available online at:
Website: www.servicecanada.gc.ca

For more information, contact:

Human Resources and Social Development Canada

Toll-free:

- 1-800-277-9914 (English)
- 1-800-277-9915 (French)
- 1-800-255-4786 (TTY)

Canada Pension Plan and Old Age Security staff are located at the following Service Canada Centres:

Winnipeg

- 391 York Avenue R3C 4W1
- 1122 Henderson Highway R2G 1L1
- 1031 Autumnwood Drive R2J 1C6
- 3338 Portage Avenue R3K 0Z1
- 275 Portage Avenue R3B 2B3
- 100 – 604 Des Meurons Street R2H 2P9

Rural

Unit 100 - 1039 Princess Avenue
Brandon, MB R7A 6E2

135 - 2nd Avenue North East
Dauphin, MB R7A 0Z6

86 Main Street
Flin Flon, MB R8A 1J8

158 Stephen Street
Morden, MB R6M 1T3

1016 Saskatchewan Avenue East
Portage la Prairie, MB R1N 3V2

237 Manitoba Avenue
Selkirk, MB R1A 2M8

321 Main Street
Steinbach, MB R0A 2A0

305 - 4th Street West

Box 660

The Pas, MB R9A 1K7

Room 118, North Centre Mall

3 Station Road

Thompson, MB R8N 0N3

FINANCIAL INSTITUTIONS REGULATION BRANCH

The Financial Institutions Regulation Branch (FIRB) regulates financial institutions in the province. Financial institutions include credit unions, caisses populaires, insurance companies, and trust and loan companies. FIRB maintains a legal registry for credit unions, caisses populaires, cooperatives and insurance companies which are legally permitted to operate in the province. In order to ensure that you are dealing with a financial institution or cooperative that is legally registered, please contact FIRB in order to obtain this information. If you have a complaint or questions about a financial institution or cooperative that affects you as a consumer, contact FIRB at:

Financial Institutions Regulation Branch

1115 - 405 Broadway

Winnipeg, MB R3C 3L6

Phone: 945-2542

Fax: 948-2268

Website: www.gov.mb.ca/finance/cca/firb/

OTHER FEDERAL BENEFITS

VETERANS AFFAIRS CANADA

Veterans Affairs Canada (VAC) offers a wide range of services and benefits to:

- qualified Veterans
- Canadian Forces (CF) members
- serving and discharged members of the RCMP and
- certain civilians and their families

These services and benefits honour their sacrifices and achievements, and are designed to meet their changing needs. To deliver these services and benefits, our Department follows a Client-Centred Service Approach. For more information, contact:

Veterans Affairs Canada

P.O. Box 6050

610 - 234 Donald Street

Winnipeg, MB R3C 4G5

Toll-free: 1-866-522-2122 (English)

1-866-522-2022 (French)

Veterans Affairs Canada

1039 Princess Avenue

Brandon, MB R7A 4J5

Toll-free: 1-866-522-2122

EMPLOYMENT INSURANCE

Workers 65 years of age or over may apply for Employment Insurance if they lose their jobs or become unable to work due to illness. To be entitled to regular benefits, you must be ready, willing and able to work. You can now apply for benefits on line at:

Social Development Canada

Toll-free: 1-800-206-7218

Website: www.servicecanada.gc.ca/en/sc/ei/index.shtml

COMPASSIONATE CARE LEAVE

If you are eligible for Employment Insurance and you wish to care for a sick or dying family member, you may be eligible for Compassionate Care Leave. This new program provides temporary financial compensation and job security for a certain period of time.

For more information, contact:

Social Development Canada

Toll-free: 1-800-206-7218

Website: www.servicecanada.gc.ca/en/sc/ei/benefits/compassionate.shtml

BUREAU OF PENSIONS ADVOCATES

The Bureau of Pensions Advocates is an independent federal division of Veterans Affairs Canada. It is comprised of qualified lawyers and represents veterans, peacetime military servicemen and/or women, and RCMP officers and their widows at appeal board hearings under the Pension Act and the RCMP Superannuation Act. For more information, contact:

Bureau of Pensions Advocates

Box 6050

610 - 234 Donald Street

Winnipeg, MB R3C 4G5

Phone: 983-5598

Toll-free: 1-877-228-2250

ROYAL CANADIAN NAVAL BENEVOLENT FUND

The Royal Canadian Naval Benevolent Fund (RCNBF) helps relieve distress and promote the well-being of members and former members of the Naval Forces of Canada and their dependants. The fund provides interest-free loans or grants to veterans and ex-service personnel in need of financial assistance. To be eligible you must be a former member of the Naval Forces of Canada who entered prior to February 1, 1968, and the Canadian Merchant Navy War Veterans, and those who entered after February 1, 1968 who were posted with the Maritime Command or carry the distinguishing Navy rank or sea designation, **on their release**, shall be considered to be ex-members of The Naval Forces of Canada, and the dependants of the above.

The Fund has helped people buy necessities such as food and clothing, and pay for medical, dental, optical, surgical and prosthetic services. It also provides assistance for necessary home repairs and funeral costs, and to replace belongings destroyed by fire. It also provides a one time scholarship of \$2,000.00 to children and grandchildren of eligible members.

For more information, contact:

Royal Canadian Naval Benevolent Fund

Box 505, Station B

Ottawa, ON K1P 5P6

Phone: (613) 996-5087

Toll-free: 1-888-557-8777

E-mail: rcnbf@sympatico.ca

Website: www.rcnbf.ca

GOODS AND SERVICES TAX CREDIT

The Goods and Services Tax Credit is paid quarterly to eligible individuals to offset the cost of federal tax on goods purchased.

To verify eligibility, contact:

CRA's Tax Information Phone Service (T.I.P.S.)

Toll-free: 1-800-267-6999

Website:

www.cra-arc.gc.ca/benefits/gsthst/menu-e.html

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**PROVINCIAL INCOME
SECURITY PROGRAMS**

**FIFTY-FIVE PLUS – A MANITOBA INCOME
SUPPLEMENT**

You may be eligible for an income supplement if you have a low income and are 55 and over.

If you:

DO NOT RECEIVE benefits under the Federal Old Age Security Program, you must apply for

55 PLUS for each benefit year. You may apply at any time during the benefit year. Your benefits begin in the quarter in which your completed application is received. If you are married and your spouse is either under 55 or over 65, you may still be eligible for 55 PLUS benefits. An application will be required.

If you:

RECEIVE benefits from the Federal Old Age Security Program; you are not required to apply. Your eligibility is automatically determined by the level of benefits you receive

from the Guaranteed Income Supplement, Allowance, or Allowance For The Survivor.

For more information, contact:

55 Plus – A Manitoba Income Supplement

Box 3000, 203 South Railway Street

Killarney, MB R0K 1G0

Phone: 523-5230

Toll-free: 1-800-563-8793

Website: www.gov.mb.ca/fs/assistance/

**MANITOBA SHELTER BENEFIT
PROGRAM (MSB)**

Direct monthly cash assistance is available to renters fifty-five and over in privately owned buildings who meet certain qualifications. The amount of the monthly allowance is based on total gross income and on the monthly rent paid. Additional information, assistance and applications are available at:

Family Services and Housing

Provincial Services Branch

102 - 114 Garry Street

Winnipeg, MB R3C 1G1

Phone: 945-2197 • Fax: 945-3930

Toll-free: 1-877-587-6224

Website: www.gov.mb.ca/fs/housing/shelterbenefit

Email: provservice@gov.mb.ca

Persons living in publicly owned seniors housing, rent supplement housing or personal care homes are already benefiting from government subsidies and are therefore not eligible for MSB.

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TAX CREDITS

**SCHOOL TAX ASSISTANCE FOR
TENANTS/HOMEOWNERS 55+**

School Tax Assistance for Tenants and Homeowners, aged 55 plus, provides annual assistance to offset the school tax portion of municipal taxes or rental costs. School tax assistance benefits are paid to eligible

applicants once a year. Tenants must apply by application. Homeowners must apply on Form MB 479 of the income tax return.

For more information, contact:

Tenants

Family Services and Housing

Provincial Services Branch

102 - 114 Garry Street

Winnipeg, MB R3C 1G1

Phone: 945-2197

Toll-free: 1-877-587-6224

Fax: 945-3930

Website: www.gov.mb.ca/fs/housing/stat55

Homeowners

Manitoba Tax Assistance Office

Phone: 948-2115

Fax: 948-2263

Toll-free: 1-800-782-0771

E-mail: tao@gov.mb.ca

Website: www.gov.mb.ca/finance/tao

OTHER TAX CREDITS

These tax credits can be applied for each year by filling out your Income Tax form.

EDUCATION PROPERTY TAX CREDIT (INCOME TAX FORM MB479)

The Education Property Tax Credit provides a credit to homeowners and tenants who pay property taxes/rent with additional tax relief for low-income seniors.

THE PERSONAL TAX CREDIT (INCOME TAX FORM MB 479)

The Personal Tax Credit is a refundable credit. In addition to the basic amount, taxpayers age 65 and over may claim an additional amount for themselves and a dependant spouse age 65 and over.

MANITOBA FAMILY TAX REDUCTION (INCOME TAX FORM MB428)

The Manitoba Family Tax Reduction reduces Manitoba tax payable. In addition to the basic credit, taxpayers 65 and over may claim an additional amount for themselves and a dependant spouse age 65 and over.

SCHOOL TAX CREDIT FOR HOMEOWNERS/ TENANTS (MB INCOME TAX FORM 479)

- Homeowners apply on the indicated income tax form
- Tenants must contact Manitoba Housing

This program provides non-taxable benefits for low-income seniors 55+, towards school taxes payable on a homeowner's principal residence, or toward the school tax portion of rental costs for tenants.

PENSION INCOME AMOUNT (INCOME TAX FORM MB428)

Manitoba Taxpayers are eligible to claim a specified amount if they receive pension or annuity income.

INCOME TAX SERVICES

Information is provided at the Manitoba Tax Assistance Office in Winnipeg to help complete the provincial section of the tax return. Many senior centres across the province offer special clinics for income tax preparation, including Age & Opportunity and the Manitoba Society of Seniors.

For more information, contact your Senior Centre, Community Resource Council or:

Manitoba Tax Assistance Office

Phone: 948-2115

Toll-free: 1-800-782-0771

E-mail: tao@gov.mb.ca

Website: www.gov.mb.ca/finance/tao

Canada Revenue Agency

Taxation Volunteer Program

Phone: 983-6978 for the location of the program nearest you during tax season

Federal Income Tax

(General Inquiries):

Toll-free: 1-800-959-8281

Community Financial Counselling Service

3rd Floor, 238 Portage Avenue

Winnipeg, MB R3C 0B1

Phone: 989-1900

E-mail: cfcs@mts.net

Website: www.creditcounsellingcanada.ca

THE MANITOBA PENSION COMMISSION

The Pension Commission of Manitoba is a regulatory agency responsible for the administration of The Pension Benefits Act. The mandate of the Pension Commission is to promote the establishment, extension and improvement of pension plans. If you would like more information about the Commission's services, employer-sponsored pension plans or *The Pension Benefits Act of Manitoba* and Regulation, contact:

Manitoba Pension Commission

Room 1004 - 401 York Avenue

Winnipeg, MB R3C 0P8

Telephone: 945-2740

Fax: 948-2375

E-mail: pensions@gov.mb.ca

Website: www.gov.mb.ca/labour/pension/index.html

HOW TO APPLY FOR BENEFITS

PROOF OF AGE

To obtain reductions and benefits available to older adults, you are often expected to prove your age. This is especially important when you are applying for government pensions and benefits. There is no need to provide proof of birth if your Social Insurance Number is provided on the application. (However, Canada

Pension Plan has the right to request proof of birth at any time, if deemed necessary.) Other documents are often accepted.

SOCIAL INSURANCE NUMBER

Any government application requests that you have a social insurance number. Application forms are available at all post offices and Service Canada Centres.

Other Acceptable Documents:

Usually, two or more of the following are required:

- family bibles, prayer books or diaries provided the complete original book or document is submitted;
- marriage records;
- education documents such as school registers, diplomas, teacher's certificates;
- insurance record of government annuity contract;
- hospital or medical records, vaccination records;
- pension or superannuation records;
- employment records;
- newspaper clippings;
- public records such as assessment rolls, voter and jury lists;
- membership records in lodges, clubs and associations;
- military records;
- court records;
- census records and national registration records;
- naturalization documents, citizenship certificate, immigration record or passport.

FINANCIAL COUNSELLING

COMMUNITY FINANCIAL COUNSELLING SERVICE

Community Financial Counselling Service provides financial assessment, credit counselling and information on money management to individuals and families.

A new partnership with Addictions Foundation of Manitoba provides for gambling counselling as well.

The agency:

- can negotiate with creditors and set up repayment plans;
- provides presentations and workshops in consumer credit and basic financial management;
- provides Welfare Rights assistance and education for individuals, families, and groups;

- provides a confidential service;
- requires knowledge and consent of the client before information is released and/or action is taken;
- provides Community Income Tax Service-low cost income tax preparation;
- charges nominal fees, based on income and family size;
- provides individual and family consumer credit counselling and debt management.

For more information, contact:

Community Financial Counselling Services

3rd Floor, 238 Portage Avenue

Winnipeg, MB R3C 0B1

Phone: 989-1900

Toll-free: 1-888-573-2383

Fax: 989-1908

E-mail: cfcs@mts.net

Website: www.creditcounsellingcanada.ca

HOUSING

APARTMENT RENTAL OPTIONS

SUBSIDIZED HOUSING

If you are 55 years of age or older and have a low income you may be eligible for subsidized housing provided by the Manitoba Housing Authority (MHA). Your rent will be based on your total gross income.

For example: One Person = Studio Apartment = 25% of gross income

Two Persons (couple) = One Bedroom = 27% of gross income

In the rural communities, some seniors' buildings may only have one bedroom

available. In this case, single persons would receive a one-bedroom apartment.

There are eligibility requirements with the highest priority given to those identified as most in need.

Some MHA senior buildings offer tenants additional services. Please ask your MHA office in your community if these services are available:

- medical alarm switches located in tenants' apartments which provide 24-hour service for emergency alert purposes only.
- a congregate meal program located on-site.
- tenant services staff.
- on site building superintendents.

For more information, please contact
the Manitoba Housing Authority in your
community, or visit our
Website: [www.gov.mb.ca/fs/housing/
mha_seniors.html](http://www.gov.mb.ca/fs/housing/mha_seniors.html)

Application Inquiries

100 - 185 Smith Street
Winnipeg, MB R3C 3G4
Phone: 945-7319

NORTH WINNIPEG MHA OFFICES

Brooklands

312 Blake Street
Winnipeg, MB R3E 2Z4
Phone: 945-5570

Lord Selkirk

269 Dufferin Avenue
Winnipeg, MB R2W 2X8
Phone: 945-3431

North East

600 Panet Road
Winnipeg, MB R2L 2B1
Phone: 945-3555

North End

400A Logan Avenue
Winnipeg, MB R3A 0R1
Phone: 945-7823

St. James

15 - 659 Cavalier Drive
Winnipeg, MB R2Y 1Y1
Phone: 945-4758

SOUTH WINNIPEG MHA OFFICES

Central Park

355 Kennedy Street
Winnipeg, MB R3B 3B8
Phone: 945-6272

Downtown South

100 - 185 Smith Street
Winnipeg, MB R3C 3G4
Phone: 945-3884

Fort Rouge/Fort Garry/St.Vital

Unit D - 1026 St. Mary's Road

Winnipeg, MB R2M 3S6
Phone: 945-4899

BILINGUAL SERVICE CENTRE

St. Boniface Bilingual Service Centre

100 - 614 rue Des Meurons
Winnipeg, MB R2H 2P9
Phone: 945-6019

RURAL MHA OFFICES

North Central

67 - 2nd Street North East
Box 1570

Altona, MB R0G 0B0
Phone: 324-5308
Toll-free: 1-800-480-5554

B18 - 25 Tupper Street North
Portage la Prairie, MB R1N 3K1
Phone: 239-3680
Toll-free: 1-866-440-4663

South West

253 - 9th Street
Brandon, MB R7A 6X1
Phone: 726-6455
Toll-free: 1-800-651-8217

Churchill

31 Hudson Square
Box 448
Churchill, MB R0B 0E0
Phone: 675-8838

Parkland East

27 - 2nd Avenue South West
Dauphin, MB R7N 3E5
Phone: 622-2092

Interlake

Box 1680, 122 - 5th Avenue
Gimli, MB R0C 1B0
Phone: 642-6060
Toll-free: 1-888-642-6066

Eastman/Interlake

102 - 235 Eaton Avenue
Selkirk, MB R1A 0W7
Phone: 785-5228
Toll-free: 1-800-441-5514

Parkland West Satellite Offices

Box 1028, 117 - 2nd Avenue North

Roblin, MB R0L 1P0

Phone: 937-6474

Toll-free: 1-888-567-8125

Box 250, 514 Main Street

Swan River, MB R0L 1Z0

Phone: 734-4297

Northern

Box 2550, 214 Fischer Avenue

The Pas, MB R9A 1M4

Phone: 627-8355

Toll-free: 1-800-778-4311

BILINGUAL SERVICE CENTRES

Red River Region Bilingual Service Centre

Box 98, 427 Sabourin Street

St. Pierre Jolys, MB R0A 1V0

Phone: 433-2578

Toll-free: 1-866-563-2362

Mountain Region Bilingual Service Centre

Centre Dom Benoit

Box 336, 51 Rodgers Street

Notre Dame de Lourdes, MB R0G 1M0

Phone: 248-7274

Toll-free: 1-866-267-6114

Kekinan Centre, Inc.

Kekinan Centre is an independent living centre for Aboriginal seniors.

For more information, contact:

S.A.M. Management

425 Elgin Avenue

Winnipeg, MB R3A 1P2

Phone: 942-0991

PRIVATE NON-PROFIT HOUSING

This is rental accommodation that is owned and managed by charitable or non-profit organizations such as service clubs or church groups. Restrictions regarding tenant eligibility, rent levels and available subsidies differ depending on the project.

CO-OPERATIVE HOUSING

Co-operative housing is owned by not-for-profit community groups who have incorporated to provide housing for their members. Co-op members purchase equity shares in the project and collectively become owners of the building. Subsidies may be available to low-income members. Persons wishing to become tenants in an existing project must purchase a share in the co-op.

ASSISTED LIVING

Assisted Living is a private arrangement between the landlord and the individual which combines independent apartment living with purchased services from the sponsor, i.e. meals, laundry, and housekeeping. On-site assistance and supervision may or may not be provided by the sponsor depending on the site. The individual pays for the rent and service package. No referral or assessment is required. Individuals have access to professional and non-professional WRHA services.

LIFE LEASE TENANCY

Life lease is a unique tenancy agreement where the tenant pays an entrance fee for the rental unit and may remain a tenant for life or a certain period of time.

Monthly rent depends on the size of the mortgage on the building, maintenance costs, taxes and vacancy rates.

The Life Leases Act of the Province of Manitoba controls life lease agreements. For complete information contact the Residential Tenancies Branch (see page 27).

People considering this type of housing should review the financial health of the project and talk to a lawyer to fully understand the terms of the life lease agreement.

COMMERCIAL HOUSING

The private market offers an increasing variety of housing for seniors, ranging from conventional apartments and condominiums for a mixture of ages and income levels, to projects designed especially for seniors. Some provide amenities such as fitness facilities and swimming pools, and some provide services such as cleaning, transportation and dining facilities.

Low-income seniors renting in the private market may be eligible for financial assistance under the Manitoba Shelter Benefit for Seniors Program (see page 21).

OTHER HOUSING INFORMATION

RURAL MANITOBA

The Manitoba Seniors and Healthy Aging Secretariat has information on seniors' housing available in rural Manitoba.

For more information, contact:

Seniors Information Line

Phone: 945-6565

Toll-free: 1-800-665-6565

PERSONAL HOUSING CONSULTATION

Age & Opportunity's housing program is evolving to suit the needs of older adults and their families. One-on-one consultations with the Housing Project Coordinator are available by appointment. The Housing Project Coordinator provides information to assist with the selection of appropriate housing options. To book an appointment with the Housing Project Coordinator, call **956-6440**.

HOUSING DIRECTORY

Age & Opportunity publishes the *Winnipeg Seniors Housing Directory* that contains information on housing for seniors in the City of Winnipeg. The Directory includes Independent Living, Life Leasing, Assisted Living, Companion Care, Supportive Housing, Intermediate Personal Care Homes and Personal Care Homes. The Directory is available for \$5.00 plus \$2.50 shipping and handling for mail orders from:

Age & Opportunity

200 - 280 Smith Street

Winnipeg, MB R3C 1K2

Phone: 956-6440

RESIDENTIAL TENANCIES BRANCH

The Residential Tenancies Branch deals with landlord and tenant relations and related problems, matters pertaining to rent increases of any amount, the allowable rent charges for premises and general rent controls.

For more information contact:

Residential Tenancies Branch

302 - 254 Edmonton Street

Winnipeg, MB R3C 3Y4

Phone: 945-2476

Toll-free: 1-800-782-8403

E-mail: rtb@gov.mb.ca

Website: www.manitoba.ca/rtb

157 - 340 9th Street

Brandon, MB R7A 6C2

Phone: 726-6230

Toll-free: 1-800-656-8481

E-mail: rtbbrandon@gov.mb.ca

113 - 59 Elizabeth Drive

Thompson, MB R8N 1X4

Phone: 677-6496

Toll-free: 1-800-229-0639

E-mail: rtbthompson@gov.mb.ca

HOME IMPROVEMENT ASSISTANCE

RESIDENTIAL REHABILITATION ASSISTANCE PROGRAM (RRAP)

The Homeowner Residential Rehabilitation Assistance Program (RRAP) is a federal/provincial cost shared program that provides financial assistance to low-income owners of existing rural and urban housing. Housing must need major repair in either: structural, electrical, plumbing, heating or health and safety. The nature and quality of the repair work is expected to further the useful life of the dwelling by at least 15 years.

Similar assistance is available under RRAP for Persons with Disabilities for alterations required to accommodate the needs of a disabled occupant. The alterations must be related to the dwelling and the occupant's disability and must be permanent.

Household income determines client eligibility.

Winnipeg Housing and Homelessness Initiative

361 Hargrave Street

Winnipeg, MB R3B 2K2

Phone: 986-2299

Website: www.gov.mb.ca/fs/housing/rrap.html

Brandon Neighbourhood Renewal Corporation

421 - 9th Street

Brandon, MB R7A 4A9

Phone: 729-2496

Thompson Neighbourhood Renewal Corporation

436 Thompson Drive

Thompson, MB R8N 0C6

Phone: 677-0760

If you live outside of Winnipeg, Brandon and Thompson:

Affordable Housing Initiative

Main Floor, 280 Broadway

Winnipeg, MB R3C 0R8

Phone: 945-5566

Toll-free: 1-866-689-5566

HOME ADAPTATIONS FOR SENIOR'S INDEPENDENCE (HASI)

HASI, a federal/provincial cost shared program, helps low-income seniors who have difficulties with daily living and activities in the home, by providing financial assistance to homeowners and landlords to carry out minor home adaptations that accommodate age related disabilities.

Items such as handrails in hallways and on stairs, easy-to-reach work and storage areas in the kitchen, lever handles on doors, walk-in showers with grab bars, and bathtub grab bars and seats are examples of adaptations that can be made. Assistance in the form of a forgivable loan of up to \$3,500 is available.

HOMEOWNER EMERGENCY LOAN PROGRAM (HELP)

This provincial government program is designed to help low-income homeowners improve their housing conditions. Interest-free loans to a maximum of \$3,000 are available. Repairs must be of an urgent nature and pose a threat to the health and safety of the occupants to qualify.

EMERGENCY REPAIR PROGRAM (ERP)

The Emergency Repair Program (ERP) is a federal/provincial cost shared program that assists eligible low-income homeowners or occupiers in rural and remote areas to undertake emergency repairs for the continued safe occupancy of their houses. It targets homes in communities of 2,500 or less. Assistance is in the form of a forgivable loan. Income, location and the nature of repair determine eligibility and amount of the loan.

For more information on HASI, HELP, and ERP contact:

The Manitoba Housing and Renewal Corporation

Affordable Housing Initiative

Main Floor, 280 Broadway

Winnipeg, MB R3C 0R8

Phone: 945-5566
Toll-free: 1-866-689-5566
Website: www.gov.mb.ca/fs/housing/

HOME MAINTENANCE ASSISTANCE

AGE & OPPORTUNITY'S THIS FULL HOUSE SENIOR HOARDING PROJECT

This project works with Winnipeggers 55+ whose "stuff" fills their home and limits their lives. Clients receive counseling and access to decluttering and cleaning services. The main goal of the project is to help clients remain in their home and improve their quality of life. For more information, contact Age & Opportunity at 956-6440.

COMMUNITY HOME SERVICES PROGRAM (CHSP)

Free Community Services for Low Income Seniors and Persons with a disability living independently in the community. Services include: housekeeping, grass cutting, and snow removal. Applicants for CHSP services must meet eligibility criteria (i.e. low income seniors or persons with a disability receiving Home Care). To apply contact:

Community Home Services Program

150 - 391 York Avenue
Winnipeg, MB R3C 0P4
Phone: 948-4392

SELF-STARTING CREATIVE OPPORTUNITIES FOR PEOPLE IN EMPLOYMENT (SSCOPE)

SSCOPE, Inc. is a non-profit community mental health organization that provides services such as snow shovelling, yard work, light moving and other services at reasonable rates. For more information, contact:

SSCOPE, Inc.

5 - 1000 Notre Dame Avenue
Winnipeg, MB R3E 0N3
Phone: 987-6300
E-mail: sscope@mts.net
Website: www.sscope.org

COMMUNITY MAINTENANCE PROGRAMS

As part of services for seniors in their communities, many Community Resource Councils and Seniors Centres will refer you to people who will do house cleaning, yard work and snow shovelling for a reasonable cost. For more information, contact the Community Resource Council or Seniors Centre nearest you.

HEALTH SERVICES - PROVINCIAL

REGIONAL HEALTH AUTHORITIES

Regional Health Authorities are health boards responsible for the delivery of health care services to Manitobans. They provide a reorganized, sustainable health system that balances health promotion, disease prevention, and institutional and community-based services.

Assiniboine Regional Health Authority, Inc.

Box 579, 192 First Avenue West
Souris, MB R0K 2C0
Phone: 483-5000
Toll-free: 1-888-682-2253
Website: www.assiniboine-rha.ca
E-mail: assiniboine-rha@arha.ca

Brandon Regional Health Authority

150A - 7th Street
Brandon, MB R7A 7M2

Phone: 571-8400
Website: www.brandonrha.mb.ca

Burntwood Regional Health Authority, Inc.

867 Thompson Drive South
Thompson, MB R8N 1Z4
Phone: 677-5350
Website: www.brha.mb.ca

**Regional Health Authority –
Central Manitoba, Inc.**

Box 243
Southport, MB R1N 1V1
Phone: 428-2000
Website: www.rha-central.mb.ca
E-mail: info@rha-central.mb.ca

Churchill RHA, Inc.

Churchill Health Centre
Churchill, MB R0B 0E0
Phone: 675-8318
Website: www.churchillrha.mb.ca

Interlake Regional Health Authority, Inc.

589 - 3rd Avenue South
Stonewall, MB R0C 2Z0
Phone: 467-4742
Toll-free: 1-888-488-2299
Website: www.irha.mb.ca
E-mail: info@irha.mb.ca

NOR-MAN Regional Health Authority, Inc.

Box 130, 84 Church Street
Flin Flon, MB R8A 1M7
Phone: 687-1300
Website: www.norman-rha.mb.ca
E-mail: nrha@normanrha.mb.ca

North Eastman Health Association, Inc.

W.B. Lewis School
Aberdeen Avenue and Burrows Road
Box 339
Pinawa, MB R0E 1L0
Phone: 753-2012
Website: www.neha.mb.ca
E-mail: neha@neha.mb.ca

Parkland Regional Health Authority, Inc.

112 - 27 2nd Avenue South West
Dauphin, MB R7N 3E5
Phone: 622-6222
Toll-free: 1-800-259-7541
Website: www.prha.mb.ca
E-mail: prha@prha.mb.ca

South Eastman Health/Santé Sud-Est, Inc.

Box 470
La Broquerie, MB R0A 0W0
Phone: 424-5880
Toll-free: 1-866-716-5633
Website: www.sehealth.mb.ca
E-mail: communications@sehealth.mb.ca

Winnipeg Regional Health Authority

1800 - 155 Carlton Street.
Winnipeg, MB R3C 4Y1
Phone: 926-7000
Website: www.wrha.mb.ca
E-mail: info@wrha.mb.ca

RURAL COMMUNITY HEALTH CENTRES

You can reach Public Health, Home Care, Community Mental Health, Community Development and in some cases, Primary Care Services through your RHA Community Office. For complete contact information, please see RHA information.

Brandon: 7th Street Health Access Centre

Brandon, MB
Phone: 578-4800

Assiniboia Regional Health Authority

Souris, MB
Phone: 483-5000
Toll-free: 1-888-682-2253

Burntwood Regional Health Authority

Thompson, MB
Phone: 677-5366

Churchill Regional Health Authority

Churchill, MB
Phone: 675-8318

Interlake Regional Health Authority
Stonewall, MB
Phone: 467-4742

NOR-MAN Regional Health Authority
Flin Flon, MB
Phone: 687-1300

North Eastman Regional Health Authority
Pinawa, MB
Phone: 753-3101
Toll-free: 1-877-753-2012

Parkland Regional Health Authority
Dauphin, MB
Phone: 622-6222
Toll-free: 1-800-259-7541

Regional Health Authority –
Central Manitoba, Inc.
Southport, MB
Phone: 428-2000
Toll-free: 1-800-742-6509

South Eastman Health/ Santé Sud-Est, Inc.
La Broquerie, MB
Phone: 424-5880
Toll-free: 1-866-716-5633

MANITOBA HOME CARE PROGRAM

The Manitoba Home Care Program provides home health care services. Services can be requested by you (as an individual), your family or by your doctor. It provides supports or services to assist you to remain independently and at home for as long as safely possible.

Once Home Care receives a request for service, a Home Care Case Coordinator will meet you and any other caregivers at home to discuss your care needs. Based on the information gathered, the coordinator develops a care plan to help you manage at home for as long as is practical.

If other services are needed, you can access long-term care and housing options through the Home Care Program. You or your family

member can request information from your Home Care Case Coordinator at any time.

The range of services provided by Home Care include:

- personal care
- home support
- nursing, respite/caregiver relief
- occupational and physical therapy assessments
- household maintenance
- referrals to other agencies
- adult day programs
- service coordination and assessments for long-term care and specialty services

If you become ill and are admitted to hospital, the hospital will inform the Home Care Program and a plan is made for when you return home. If you cannot return home, the Case Coordinator can help you access appropriate housing and care options such as supportive housing, companion care, personal care homes or chronic care hospital placement.

For more information, please call the Regional Health Authority office nearest your home.
In Winnipeg, call the Central Intake Service at 940-2655.

RURAL DISTRICT OFFICES

ASSINIBOINE

Baldur Health Unit

Box 128

Baldur, MB R0K 0B0

Phone: 535-2933

Birtle Health Unit

c/o Birtle Health Centre

Box 2000

Birtle, MB R0M 0C0

Phone: 842-3399

Boissevain Health Unit

Box 899

Boissevain, MB R0K 0E0

Phone: 534-3340

Cartwright Health Unit

Box 118

Cartwright, MB R0K 0L0

Phone: 529-3230

Carberry Health Unit

c/o Carberry Health Centre

Box 2000

Carberry, MB R0K 0H0

Phone: 834-3262

Deloraine Health Unit

Box 447

Deloraine, MB R0M 0M0

Phone: 747-2551

Erickson Health Unit

Box 25

Erickson, MB R0J 0P0

Phone: 636-6802

Glenboro Health Unit

Box 310

Glenboro, MB R0K 0X0

Phone: 827-5313

Hamiota Health Unit

c/o Hamiota Health Centre

177 Birch Avenue East

Hamiota, MB R0M 0T0

Phone: 764-4213

Killarney Health Unit

Box 940

Killarney, MB R0K 1G0

Phone: 523-3220

Melita Health Unit

Box 459

Melita, MB R0M 1L0

Phone: 522-4311

Minnedosa Health Unit

c/o Minnedosa Health Centre

Box 960

Minnedosa, MB R0J 1E0

Phone: 867-8719

Neepawa Health Unit

Box 1240

Neepawa, MB R0J 1H0

Phone: 476-7832

Reston Health Unit

Box 250

Reston, MB R0M 1X0

Phone: 877-3925

Rivers Health Unit

Box 428

c/o Rivers Health Centre

Rivers, MB R0K 1X0

Phone: 328-6204

Rosburn Health Unit

c/o Rosburn Health Centre

Box 40

Rosburn, MB R0J 1V0

Phone: 859-5302

Russell Health Unit

c/o Russell Health Centre

Bag service #2

Russell, MB R0J 1W0

Phone: 773-7563

Shoal Lake Health Unit

c/o Shoal Lake/Strathclair Health Centre

Box 490

Shoal Lake, MB R0J 1Z0

Phone: 759-2686

Souris Health Unit

Box 10

Souris, MB R0K 2C0

Phone: 483-6221

Treherne Health Unit

Box 130

Treherne, MB R0G 2V0

Phone: 723-3404

Virden Health Unit

Box 10

Virden, MB R0M 2C0

Phone: 748-4341

Wawanesa Health Unit

Box 309

Wawanesa, MB R0K 2G0

Phone: 824-2821

BRANDON

B - 150 - 7th Street

Brandon, MB R7A 7M2

Phone: 571-8416 – General Information

571-8427 – Intake/Referral Line

E-mail: homecare@brandonrha.mb.ca

Website: www.brandonrha.mb.ca

BURNTWOOD**Home Care Program**

867 Thompson Drive South

Thompson, MB R8N 1Z4

Phone: 778-1427

E-mail: tlothian@brha.mb.ca

Gillam Hospital

Box 2000

Gillam, MB R0B 0L0

Phone: 652-2600

Leaf Rapids Health Centre

Box 370

Leaf Rapids, MB R0B 0W0

Phone: 473-2441

Lynn Lake Hospital & Clinic

Box 2030

Lynn Lake, MB R0B 1W0

Phone: 356-2474

Pikwitonei Health Centre

Pikwitonei, MB R0B 1E0

Phone: 458-2402

Thicket Portage Community Health Centre

Thicket Portage, MB R0B 1R0

Phone: 286-3254

E-mail: bhart@brha.mb.ca

Wabowden Health Centre

Box 179

Wabowden, MB R0B 1S0

Phone: 689-2600

E-mail: gjonasson@brha.mb.ca

Non-First Nation community members in Cross Lake, Norway House and South Indian Lake can contact the Thompson office for assistance.

CENTRAL**Altona Home Care**

238 - 5th Avenue North East

Altona, MB R0G 0B0

Phone: 324-6458

Carman Home Care

c/o Carman Memorial Hospital

Box 807

Carman, MB R0G 0J0

Phone: 745-2671

Crystal City Home Care

Box 123

Crystal City, MB R0K 0N0

Phone: 873-3030

Gladstone Home Care

c/o Seven Regions Health Centre

Box 1000, 24 Mill Street

Gladstone, MB R0J 0T0

Phone: 385-3050

MacGregor Home Care

Box 123

MacGregor, MB R0H 0R0

Phone: 685-2985

Manitou Home Care

c/o Pembina Manitou Health Centre

Box 329

Manitou, MB R0G 1G0

Phone: 242-2914

Morris Home Care

Box 189, 215 Railroad Avenue East

Morris, MB R0G 1K0

Phone: 746-2378

Notre Dame Home Care

Box 130, 44 Rogers Street

Notre Dame, MB R0G 1M0

Phone: 248-2121

Portage Home Care

c/o Portage District General Hospital
25 Tupper Street North
Portage la Prairie, MB R1N 3K1
Phone: 239-3040

St. Claude Home Care

Box 400, 33 Roy Street
St. Claude, MB R0G 1Z0
Phone: 379-2585 (ext. 257)

Centre de Santé Montcalm Health**Centre Home Care**

Box 383, 218 Caron Street
St. Jean Baptiste, MB R0G 2B0
Phone: 348-6088

Starbuck Home Care

Box 182, 3 Railway Street
Starbuck, MB R0G 2P0
Phone: 735-2288

Boundary Trails Health Centre Home Care

Box 2000
Winkler, MB R6W 4B8
Phone: 331-8841

CHURCHILL**Community Services**

Churchill Regional Health Authority
Churchill, MB R0B 0E0
Phone: 675-8355

INTERLAKE**Seniors Program Manager**

Rosewood Lodge PCH
513 - 1st Avenue North
Stonewall, MB R0C 2Z0
Phone: 467-3361
Website: www.irha.mb.ca

Arborg Community Health Office

Arborg Provincial Building
Box 423, 317 River Road
Arborg, MB R0C 0A0
Phone: 376-5559

Community Health & Family Services

Box 310, 43 Railway Avenue
Ashern, MB R0C 0E0
Phone: 768-2585

Community Health Office

E.M Crowe Memorial Hospital
Eriksdale, MB R0C 0W0
Phone: 739-4408

Fisher Community Health Office

Fisher Personal Care Home
Box 119
Fisher Branch, MB R0C 0Z0
Phone: 372-8703

Community Health & Family Services

Johnson Memorial Hospital
Box 1290, 120 6th Avenue
Gimli, MB R0C 1B0
Phone: 642-6051

Lundar Community Health Office

Lundar Personal Care Home
Box 296
Lundar, MB R0C 1Y0
Phone: 762-5469

Selkirk Community Health Office

201 - 237 Manitoba Avenue
Selkirk, MB R1A 0Y4
Phone: 785-7703

Stonewall & District Health Centre

Box 280, 589 - 3rd Avenue South
Stonewall, MB R0C 2Z0
Phone: 467-4400

St. Laurent Community Health Office

St. Laurent, MB R0C 2S0
Phone: 646-2504

Teulon Community Health Office

Teulon, MB R0C 3B0
Phone: 886-4065

NOR-MAN

50 Church Street
Flin Flon, MB R8A 1K5
Phone: 687-9333
E-mail: bsendecki@normanrha.mb.ca
Website: www.norman-rha.mb.ca

Primary Health Care Centre

Box 240, 111 Cook Avenue
The Pas, MB R8A 1K4
Phone: 623 9690

Snow Lake Home Care

Box 453, 100 Lake Shore Drive East
Snow Lake, MB R0B 1M0
Phone: 358-2637

NORTH EASTMAN

Beausejour Primary Health Care Centre

Community Health Services
Box 550, 151 1st Street South
Beausejour, MB R0E 0C0
Phone: 268-4966

Lac du Bonnet District Health Centre

Community Health Services
Box 1030
Lac du Bonnet, MB R0E 1A0
Phone: 345-8647

Pine Falls Health Complex

Community Health Services
Box 2000
Pine Falls, MB R0E 1M0
Phone: 367-4441

Kin Place Primary Health Care Centre

Community Health Services
Box 28
Oakbank, MB R0E 1J0
Phone: 444-2227

Whitemouth District Health Centre

Community Health Services
Box 160
Whitemouth, MB R0E 2G0
Phone: 348-7191

PARKLAND

Director of Home Care Services

Unit C - 21 3rd Avenue North East
Dauphin, MB R7N 0Y5
Phone: 622-6255
E-mail: jsmith@prha.mb.ca

Clinical Services Manager of Home Care

2nd Floor, 317 Main Street North
Dauphin, MB R7N 1C5
Phone : 629-3007
E-mail : cmarsh@phra.mb.ca

Benito Community Health Services

200 - 1st Street East
Box 490
Benito, MB R0L 0C0
Phone: 539-2513
E-mail: bmoore@prha.mb.ca

Dauphin Community Health Services

2nd Floor, 317 Main Street North
Dauphin, MB R7N 1C5
Phone: 638-2118
E-mail: jbell@prha.mb.ca

Ethelbert Community Health Centre

Box 156, 31 Railway Avenue
Ethelbert, MB R0L 0T0
Phone: 742-4400
E-mail: ethelchs@prha.mb.ca

Grandview Community Health Services

Box 339, 644 Mill Street
Grandview, MB R0L 0Y0
Phone: 546-5150
E-mail: tyuill@prha.mb.ca

McCreary Community Health Services

Box 208, 613 PTH 50
McCreary, MB R0J 1B0
Phone: 835-5010

Roblin Community Health Services

Box 880, 115 Hospital Street
Roblin, MB R0L 1P0
Phone: 937-2151
E-mail: prhawest@prha.mb.ca

Ste. Rose Community Health Services

Box 149, 603, 1st Avenue East

Ste. Rose du Lac, MB R0L 1S0

Phone: 447-4080

E-mail: sterose@prha.mb.ca

Swan River Community Health Services

Box 1028, 205 – 5th Avenue North

Swan River, MB R0L 1Z0

Phone: 734-6602

E-mail: srchs@svhf.mb.ca

Winnipegosis Community Health Services

Box 340, 230 Bridge Street

Swan Winnipegosis, MB R0L 2G0

Phone: 656-4721

SOUTH EASTMAN**Community Services**

Box 156

Dominion City, MB R0A 1Z0

Phone: 427-3461

Niverville Primary Health Care Centre

Box 538

Niverville, MB R0A 1E0

Phone: 388-7069

Community Health Office

Box 2560, 365 Reimer Avenue

Steinbach, MB R5G 1P1

Phone: 346-6127

Community Health Office

Unit A - 30 Dawson Road

Ste. Anne, MB R5H 1B5

Phone: 422-8817

St. Malo Home Care

14 St. Hilaire Street

St. Malo, MB R0A 1T0

Phone 347-5117

Community Services

Box 88

St. Pierre-Jolys, MB R0A 1V0

Phone: 433-7636

East Borderland Primary Health Care Centre

Box 11

Sprague, MB R0A 1Z0

Phone: 437-7212

Community Services

Box 119

Vita, MB R0A 2K0

Phone: 425-5020

PALLIATIVE CARE**What is Palliative Care?**

Palliative Care is health care for individuals (of any age) and their families who are living with a life-limiting illness, usually at an advanced stage. The goal of palliative care is to provide services aimed at promoting comfort rather than a cure.

The Winnipeg Regional Health Authority (WRHA) Palliative Care Program focuses on managing physical symptoms as well as providing social, emotional, and spiritual support for individuals and their families throughout the course of the illness, including bereavement support.

For more information contact:

WRHA Palliative Care Program at **237-2400**

Outside Winnipeg, contact your Regional Health Authority office.

| | |
|-----------------------|--------------------------------------|
| Assiniboine: | 526-0576 (North) 747-1832 (South) |
| Brandon: | 571-8429 |
| Burntwood: | 778-1427 |
| Central: | 373-2109 |
| Churchill: | 675-8355 |
| Interlake: | 372-7301 |
| Nor-Man: | 623-9661 |
| North Eastman: | 753-3147 |
| Parkland: | 629-3006 |
| South Eastman: | 433-7636 |

GERIATRIC PROGRAM ASSESSMENT TEAM (GPAT)

The GPAT program assesses frail individuals over the age of 65 years, living in Winnipeg. Anyone can refer to this service by telephone. Clients are seen by a Geriatric Clinician in their home for an assessment of the following problems:

- Mobility Impaired Function/Activities of Daily Living
- Confusion/Dementia
- Incontinence (toileting)
- Depression
- Inadequate Social Supports
- Medication issues (polypharmacy)

For more information contact:

Phone: 982-0140

Fax: 982-0144

HOME CARE APPEAL PANEL

If you have concerns about your home care, first talk to your home care case coordinator or his/her supervisor. If you are still not satisfied, you may file an appeal with the Appeal Panel for Home Care. This panel hears appeals from people who have asked for home care services and who disagree with the decisions made about their eligibility or their level of service. You may file an appeal if:

- your request for home care service was turned down.
- you disagree with the level of service you receive.
- you have any concerns about the home care services you are receiving.

To file an appeal, contact the Home Care Appeals/Advisory Office and ask for an appeal form.

Appeal Panel for Home Care

Room 4012, 300 Carlton Street

Winnipeg, MB R3B 3M9

Phone: 788-6788

Toll-free: 1-800-491-4993

E-mail: appeals@gov.mb.ca

Website: www.homecareappeals.mb.ca

RESIDENTIAL CARE

Residential care is a community-based housing option that provides congregate living accommodations with care and supervision at levels defined by Manitoba Family Services and Housing.

Residential care facilities are licensed through Manitoba Family Services and Housing.

Facilities may be profit or non-profit and operated by professional or non-professional staff. The Manitoba government does not subsidize residential care; however, you may qualify for financial assistance under the Manitoba Shelter Benefit (MSB) Program (See page 21).

If you would like more information about residential care facilities, contact:

Manitoba Family Services and Housing

Residential Care Licensing

Phone: 945-5311

PERSONAL CARE HOME PLACEMENT

A personal care home may be the most appropriate care setting when your care needs can no longer be managed within your home or an alternative community setting.

For more information about Home Care, please contact your local Regional Health Authority office. To apply for personal care home placement, contact your Home Care Case Coordinator.

Eligibility:

- Canadian citizens and permanent residents who have lived in Manitoba for the previous five consecutive years are eligible for insured personal care home services.

- If you are a new Canadian citizen or a new resident to Manitoba, you should discuss your eligibility with your Home Care Case Coordinator as restrictions may apply.

Assessment:

Applications are reviewed by an assessment panel to decide on the most appropriate environment where care needs can be met. If your application is denied, you may reapply and be reassessed at a later date if your care needs change. There may be a waiting period before you are admitted to the personal care home of your choice. During this time, home care services may be provided to you as necessary. If you require admission immediately, or are in hospital awaiting placement, you may be asked to accept placement in a different care facility until you can be admitted to the personal care home of your choice.

For more information, contact:

Winnipeg: WRHA Long-term Care Access Centre, Phone: 940-3600

Rural Manitoba: visit or call your local Regional Health Authority Office (See page 29).

RESIDENTIAL CHARGES AT PERSONAL CARE HOMES

The cost of personal care home services is shared by the provincial government (Department of Health and Healthy Living) and the client who needs the services. Manitoba Health and Healthy Living pays the majority of the cost through the Regional Health Authorities and the client pays a residential charge.

The residential charge paid by a client is based on income. The rate structure ensures that all clients have a reasonable amount of spending money for personal expenses after paying the residential charge.

The initial charge assessed for each client is the maximum daily rate. You may apply for a reduction to the maximum rate by

completing a Tax Information Release Form, or by completing an Application for Reduced Residential Charges and providing a copy of your Canada Revenue Agency Notice of Assessment from the previous year. Facility staff will give you the correct form(s).

You may request a review or appeal the assessed rate within 30 days of the effective date of the charge. A Request for Review/ Appeal form is available at the facility. Facility staff will advise you of the review/appeal process and provide you with the form.

For more information visit:

Website: www.gov.mb.ca/health/personalcareservices

or contact your facility representative.

THE PROTECTION FOR PERSONS IN CARE OFFICE

The Protection for Persons in Care Act (the Act) is an extra safeguard built into Manitoba's health care system. This law is to help protect adults from abuse while receiving care in personal care homes, hospitals or any other designated health facility.

The Act requires that a service provider or other person who has a reasonable basis to believe that a patient is, or is likely to be, abused shall promptly report the belief, and the information to the Protection for Persons in Care Office (PPCO) at Manitoba Health.

The Protection for Persons in Care Office

300 Carlton Street

Winnipeg, MB R3B 3M9

Phone: 788-6366

Toll-free: 1-866-440-6366

Fax: 775-8055

TTY Winnipeg: 774-8618

TTY Toll-free: 1-800-855-0511

E-mail: protection@gov.mb.ca

www.gov.mb.ca/health/protection

MEDICAL EQUIPMENT AND SUPPLIES

SOCIETY FOR MANITOBBANS WITH DISABILITIES (SMD) - WHEELCHAIR SERVICES

This program provides long-term loans of wheelchairs to individuals living in the community. An application signed by an Occupational Therapist or a Doctor is required in order to receive a wheelchair.

SMD Wheelchair Services

1111 Winnipeg Avenue

Winnipeg, MB R3E 0S2

Phone: 975-3250

Toll-free: 1-800-836-5551

TTY: 975-3239

Website: www.smd-services.com

To purchase medical equipment and supplies, look for commercial suppliers in the Yellow Pages under "Medical Supplies."

PAYMENT FOR REFUND FOR HEALTH CARE SERVICES

MANITOBA HEALTH - INSURED BENEFITS

All insured residents of Manitoba are covered by the health insurance plan administered by Manitoba Health. Benefits include the following:

- hospital coverage at the standard ward level
- medical services, including visits to doctors' offices, house calls and doctors' services in hospitals
- certain prosthetic and orthotic devices
- care in personal care homes
- a provincial drug program
- seniors' eyeglass program

Services are available in both English and French. For details regarding registration and coverage, contact:

Manitoba Health - Insured Benefits

300 Carlton Street

Winnipeg, MB R3B 3M9

Phone: 786-7101

Toll-free: 1-800-392-1207

(in North America only)

Fax: 783-2171

Toll-free • Fax: 1-866-608-2983

(in North America only)

TDD: 774-8618

Toll-free: 1-800-855-0511

Website: www.gov.mb.ca/health/mhsip/index.html

PHARMACARE PROGRAM

Pharmacare is a drug benefit program for all Manitobans whose income is seriously affected by high prescription drug costs. Pharmacare coverage is based on total family income and the amount you pay for eligible prescription drugs.

Each year you are required to pay a portion of the cost of your eligible prescription drugs. This portion is referred to as the **Pharmacare deductible**. Your deductible is based on your total family income.

In 2000, Manitoba residents were provided with the option of applying to the Pharmacare Program through a one-time enrolment process or annually. Manitobans who selected the one-time enrolment process (Option A) are no longer required to annually submit a Pharmacare Application.

Manitoba Health will establish the Pharmacare deductible for April 1 of each benefit year. Shortly after the beginning of each benefit year, Manitobans who selected this option will receive a letter from Manitoba Health confirming their enrolment and deductible level.

In order to be eligible for benefits, Manitobans who chose the annual application process (Option B) must complete a Pharmacare Application and Consent Authorization within each benefit year, April 1 to March 31. Applicants must also include a copy of the Revenue Canada Notice of Assessment from the taxation year 2 years prior to the beginning of the benefit year with their completed application.

The deadline for filing your 2008/2009 Pharmacare Application is March 31, 2009.

Applications are available from all Manitoba pharmacies or at:

Manitoba Health Offices

300 Carlton Street
Winnipeg, MB

Applications can also be downloaded from:
Website: www.gov.mb.ca/health/pharmacare

Pharmacare Information Line:

(recorded message):
788-2506 (English) • 788-2520 (French)

Provincial Drug Programs:

Winnipeg (Customer Service Help Desk)

Phone: 786-7141

Fax: 786-6634

Toll-free: 1-800-297-8099

TTY-TTD: 774-8618 or

Manitoba Relay Service: 711 or 1-800-432-4444

EYEGLASS PROGRAM

The Eyeglass Program provides limited financial assistance toward the purchase of eyeglasses for Manitoba residents 65 years of age and older (one pair of eyeglasses every three year period – or more often if there is a change in vision).

Benefits are based on a fixed fee schedule for dispensing fees, frames and lenses. Rebates are never calculated according to the cost of the glasses.

The total allowable amount, based on this fee schedule, is subject to a \$50.00 deductible. Once the deductible has been applied, Manitoba Health will reimburse 80% of the remainder of the allowable total.

The \$50 deductible applies once a year (April 1 to March 31) per family. If additional glasses are required within the 12 month period, you do not have to pay the deductible again. Claim forms are available from optometrists and opticians. For more information, contact:

Manitoba Health - Insured Benefits

Senior Eyeglass Program

300 Carlton Street

Winnipeg, MB R3B 3M9

Phone: 786-7365

Toll-free: 1-800-392-1207 Ext. 7365

Fax: 783-2171

E-mail: insuredben@gov.mb.ca

Website: www.gov.mb.ca/health/mhsip/eyeglasses.html

HEALTH SERVICES – COMMUNITY

COMMUNITY HEALTH CENTRES

WRHA Community Offices offer a broad range of services, including public health, home care, community mental health, community development and in some cases, primary care services. Contact the office in your neighbourhood for more information.

Winnipeg Regional Health Authority - Head Office

1800-155 Carlton Street

Winnipeg, MB R3C 4Y1

Phone: 926-7000

Email: info@wrha.mb.ca

Website: www.wrha.mb.ca

ACCESS River East

(includes WRHA Primary Care Clinic and Physicians)

975 Henderson Highway

Winnipeg, MB R2K 4L7

Phone: 938-5000

WRHA Assiniboine South

Health and Social Service Centre

3401 Roblin Boulevard

Winnipeg, MB R3R 0C6

Phone 940-1950

WRHA Downtown Community Offices

102 - 490 Hargrave Street

Winnipeg, MB R3A 0X7

Phone: 940-2274

189 Evanson Street

Winnipeg, MB R3G 0N9

Phone: 940-6669

Health Action Centre

(includes WRHA Primary Care Clinic and Physicians)

425 Elgin Avenue

Winnipeg, MB R3A 1P2

Phone: 940-3160

WRHA Fort Garry Community Office

2735 Pembina Highway

Winnipeg, MB R3T 2H5

Phone: 940-2015

189 Evanson Street

Winnipeg, MB R3G 0N9

Phone: 945-6669

WRHA Inkster Community Office

103 - 61 Tyndall Avenue

Winnipeg, MB R2X 2T4

Phone: 940-2020

Aikens Street Community Health Centre

WRHA Point Douglas Community Office
(includes WRHA Primary Care Clinic and Physicians)

601 Aikens Street

Winnipeg, MB R2W 4J5

Phone: 940-2025

WRHA River Heights Community Office

(includes WRHA Primary Care Clinic and Physicians)

1001 Corydon Avenue

Winnipeg, MB R3M 0B6

Phone: 940-2000

WRHA River Heights Health & Social Services

6-667 Stafford Street

Winnipeg, MB R3M 2X7

Phone: 938-5500

Unit 3-139 Tuxedo Avenue

Winnipeg, MB R3N 0H6

Phone: 940-2005

WRHA Seven Oaks Community Office

Unit 3 - 1050 Leila Avenue

Winnipeg, MB R2P 1W6

Phone: 938-5600

WRHA St. Boniface/St. Vital

Home Care Office

210 Osborne Street

Winnipeg, MB R3L 1Z3

940-2070

WRHA St. James Assiniboia Community Office

Health and Social Services Centre

2nd Floor, 2015 Portage Avenue

Winnipeg, MB R3J 0K3

Phone: 940-2040

WRHA St. Vital Community Office

6 - 845 Dakota Street

Winnipeg, MB R2M 5M3

Phone: 940-2045

WRHA St. Boniface Community Office

240-614 Des Meurons Street

Winnipeg, MB R2H 2P9

Phone: 940-2035

ACCESS Transcona

(includes WRHA Primary Care Clinic and Physicians)

845 Regent Avenue West

Winnipeg, MB R2C 3A9

Phone: 938-5555

NURSING, THERAPY AND MEDICAL SERVICES

MANITOBA PUBLIC HEALTH NURSING SERVICES

Public health nursing services are available throughout Manitoba to all individuals, families and groups. The program focuses on health promotion and the prevention of disease and injuries. Services include:

- assessment of health needs
- health teaching and counseling
- immunizations
- referrals
- advocacy

Public health nurses provide services in a variety of settings such as homes, community clinics and community centres. Information about public health nursing services is available from regional health authority offices.

Contact your area Community Health Office for more information (see page 40).

COMMUNITY THERAPY SERVICES

Community Therapy Services (CTS) is a private non-profit Agency that provides the services of occupational therapists, physiotherapists, and other allied health professionals to assist individuals to live safely and independently in their own homes.

Many of the Agency's services are funded directly by Manitoba Health through Regional Health Authorities and are provided at no cost to eligible clients.

For more information on how to access the Agency's services, contact:

Community Therapy Services

201 - 1555 St. James Street

Winnipeg, MB R3H 1B5

Phone: 949-0533

E-mail: cts@ctsinc.mb.ca

Website: www.ctsinc.mb.ca

SENIORS HEALTH RESOURCE TEAMS

Senior Health Resource Teams work in the community to promote health, increase awareness about injury and illness prevention, provide primary care, and management of chronic diseases for adults age 55+. There are currently three seniors health resource teams, which provide health services and community support for older adults living in River East, Downtown, and St. James/Assiniboia.

The resource teams support seniors by:

- helping seniors learn how to improve their health.
- providing health information and linking seniors to appropriate health care programs and services.
- discussing health concerns with seniors through home visits, phone consultations, health clinics, support groups and other programs.

The resource teams organize health promotion and education sessions, leadership initiatives, health clinics and community programs based on the needs and concerns of older adults. Clinics are held in apartment blocks, shopping malls, seniors centres and churches.

Typical sessions include:

- Nutrition
- Safety and falls prevention
- Physical activity
- Medication
- Blood pressure
- Memory/mood
- Blood sugar testing

Seniors Health Resource Team – River East

755 Henderson Highway

Winnipeg, MB R2K 2K5

Phone: 940-2114

Fax: 940-3629

St. James-Assiniboia Seniors Health

Promotion Resource Team

2109 Portage Avenue

Winnipeg, MB R3J 0L3

Phone: 940-3261

Fax: 987-8856

Downtown Seniors Health Resource Team

425 Elgin Avenue

Winnipeg, MB R3A 1P2

Phone: 940-2269 or 940-2225

Fax: 940-2116

DENTAL SERVICES

UNIVERSITY OF MANITOBA FACULTY OF DENTISTRY

The Faculty of Dentistry at the University of Manitoba operates a clinic for teaching purposes. If you require dental services, call first to see if your needs can be met, as the availability of services changes throughout the year. Modest fees are charged and there may be a waiting period before the first appointment.

For information and appointments, please call:

University of Manitoba

Faculty of Dentistry

790 Bannatyne Avenue

Winnipeg, MB R3E 0W2

Phone: 789-3505

E-mail: gloewe@ms.umanitoba.ca

Website:

www.umanitoba.ca/faculties/dentistry

HOME DENTAL CARE PROGRAM

This outreach program provides a full range of dental services to patients who are physically unable to seek care in private practice. Faculty dentists and dental hygienists using a mobile van with portable dental equipment, make calls to personal care homes, senior citizens' residences, hospitals and private homes.

Dental services are offered on a fee-for-service basis. First time patients with the Home Dental Care Program are eligible for a free examination. To arrange a dental visit or for

more information, contact:

Faculty of Dentistry/Centre for Community Oral Health

Home Dental Care Program

Phone: 831-3455/56

Web site:

www.umanitoba.ca/faculties/dentistry/ccoh/index.html

OTHER HEALTH SERVICES

MANITOBA BLUE CROSS

Manitoba Blue Cross offers a variety of health care plans to Manitobans to help supplement provincial government health care services. Coverage for ambulance fees, semi-private hospital rooms, dental care and much more is available through Manitoba Blue Cross.

Travel health coverage is particularly important for anyone traveling outside of Manitoba or Canada, and Manitoba Blue Cross can provide comprehensive coverage.

For more information, contact:

Manitoba Blue Cross

599 Empress Street

Winnipeg, MB R3C 2X7 (obtain mailing address from website or contact information)

Phone: 775-0151

Toll-free: 1-800-873-2583

Hours of Operation: Monday – Wednesday
and Friday 9:00 a.m. – 5:30 p.m.

Thursday 9:00 a.m. – 7:00 p.m.

Website: www.mb.bluecross.ca

Please refer to the yellow pages in your phone book for additional private insurers that will help meet medical costs.

NOR'WEST FOOT CARE PROGRAM

Specialized Nursing Foot Care provided to Seniors and others who can no longer safely care for their feet at no cost. The service is offered at 14 different locations in the city

including Nor'West and Weston Community Centre. Other services include educational presentations.

Scope – City wide – based on eligibility criteria.
For more information and Intake contact:
Phone: 940-2141

Many Senior Centres and Community Resource Councils offer foot care for seniors. For more information, contact your local senior centre or Community Resource Council (see pages 7-16).

RUPERT'S LAND CAREGIVER SERVICES

Rupert's Land Caregiver Services offers a range of services to provide support for family caregivers of persons 55 or older. Services include city-wide 'time-out' or short-term respite care, assisted transportation in southwest Winnipeg (area codes include R3L, R3M, R3N, R3P and part of R3T), support groups, information and help in problem-solving, referral to other community services, telephone support, community educational presentations, workshops on caregiving and aging and a newsletter *The Caregivers Page*.

For more information, contact:

Rupert's Land Caregiver Services

168 Wilton Street
Winnipeg, MB R3M 3C3
Phone: 452-9491
E-mail: rlcs@mts.net

HOSPICE & PALLIATIVE CARE MANITOBA (HPCM)

Within Winnipeg, the Community Hospice Volunteer Program provides support and practical help to individuals and families who are living with terminal illness or coping with grief.

HPCM provides information on palliative care services available throughout Manitoba including:

- an education program to prepare volunteers for hospice work in the community or in an institution.
- the annual palliative care conference.
- a quarterly newsletter, the Hospice Companion.
- distribution of information through the Hospice Resource Library.

As the provincial voice for hospice palliative care, HPCM encourages communities to become members of the association.

For more information, contact:

Hospice & Palliative Care Manitoba

2109 Portage Avenue
Winnipeg, MB R3J 0L3
Phone: 889-8525
Toll-free: 1-800-539-0295
E-mail: info@manitobahospice.mb.ca
Website: www.manitobahospice.mb.ca

THE FAMILY DOCTOR CONNECTION

The Manitoba College of Family Physicians is a voluntary organization representing family physicians across the province.

Family doctors care for people of all ages, and focus on all aspects of well-being, including prevention and management of disease and the promotion of healthy living.

The Family Doctor Connection Program maintains an up-to-date, comprehensive list of family doctors accepting new patients in Manitoba. By calling, you will be assisted personally and provided with the names and telephone numbers of family physicians accepting new patients in your area. Services are available in both English and French.

The Family Doctor Connection

Phone: 786-7111
Toll-free: 1-866-690-8260 or
TDD: 774-8618
TDD/TTY Relay Service outside Winnipeg:
711 or 1-800-855-0511
E-mail: insuredben@gov.mb.ca

WELLNESS INSTITUTE AT SEVEN OAKS GENERAL HOSPITAL

The Institute offers many programs for adults dealing with a chronic disease or recovering from an illness, or for those interested in health and wellness. Program areas include:

- Managing Diabetes
- Cardiac Rehabilitation
- Pulmonary Rehabilitation
- Weight Management
- Arthritis Management

- Cancer Wellness
- Smoking Cessation
- Risk Reduction Clinic
- Support group for men recovering from Prostate Cancer

For more information, contact:

1075 Leila Avenue

Winnipeg, MB R2P 2W7

Phone: 632-3900

Website: www.wellnessinstitute.ca

COMMUNITY LIVING

COUNSELLING

AGE & OPPORTUNITY

Age & Opportunity offers counselling services that identify, inform and assist older adults and their families. Assistance is available to help seniors cope with the many transitions associated with aging, which include caregiving, grief, retirement, housing, financial, depression, isolation, loneliness, and family relationships. Age & Opportunity also provides free home safety audits for Winnipeg seniors.

For more information contact:

Age & Opportunity

200 – 280 Smith Street

Winnipeg, MB R3C 1K2

Phone: 956-6440

E-mail: info@ageopportunity.mb.ca

Website: www.ageopportunity.mb.ca

AURORA FAMILY THERAPY CENTRE

The Centre offers family, couples, and individual therapy. Counselling for seniors may include issues such as grief, bereavement and illness. There is a sliding fee schedule according to income.

Aurora Family Therapy Centre

Room 2S03

515 Portage Avenue

Winnipeg, MB R3B 2E9

Phone: 786-9251

Fax: 772-2547

E-mail: aurora@uwinnipeg.ca

Website: www.aurora.uwinnipeg.ca

JEWISH CHILD AND FAMILY SERVICES TO JEWISH OLDER ADULTS

The agency provides older adults with the support necessary to maintain themselves in an independent living situation in the community at an optimal level of psychological, social and health functioning. The program provides assessments, counselling, links to services and regular monitoring contact. This service also includes supports to holocaust survivors and their families.

For further information, contact:

Jewish Child & Family Service

C200 – 123 Doncaster Street

Winnipeg, MB R3N 2B2

Phone: 477-7430

E-mail: jcfs@aspercampus.mb.ca

Website: www.jcfswinnipeg.org

For counselling for immigrant women, please refer to Immigrant Women's Counselling Services on page 68.

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GAY, LESBIAN, BISEXUAL, TRANSGENDERED AND TWO-SPIRITED (GLBTT)

RAINBOW RESOURCE CENTRE

The Rainbow Resource Centre is a non-profit, community-based charitable organization that serves as the central agency offering support, information, counselling, referrals, library, and public awareness on issues related to sexual orientation, gender diversity, and anti-homophobia education.

Mission: The Rainbow Resource Centre envisions and works toward an equal and diverse society, free of homophobia and discrimination, by encouraging visibility and fostering health and self-acceptance through education, support, resources, and outreach.

For more information contact:

Suite 1, 222 Osborne Street South
Box 1661 STN Main
Winnipeg, MB R3C 2Z6
Phone: 474-0212
Fax: 478-1160
Email: info@rainbowresourcecentre.org
Peer Support/Information: 284-5208 or
1-888-399-0005 (Toll free in MB & NW Ont.)

Counselling: 284-5315 or
Email:
counselling@rainbowresourcecentre.org
Website: www.rainbowresourcecentre.org

SEXUALITY EDUCATION RESOURCE CENTRE (SERC)

SERC is a community-based, non-profit, pro-choice organization that promotes sexual health through education.

For more information contact:
2nd Floor, 555 Broadway
Winnipeg, MB R3C 0W4
Phone: 982-7800
Fax: 982-7819
E-mail: info@serc.mb.ca
Online: www.serc.mb.ca

161 8th Street
Brandon, MB R7A 3W9
Phone: 727-0417
Fax: 729-8364
E-mail: brandon@serc.mb.ca

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COMMUNITY EMERGENCY ASSISTANCE

THE SALVATION ARMY

Divisional Headquarters
203-290 Vaughan Street
Winnipeg, MB R3B 2N8
Phone: 946-9101
Fax: 783-7624

Booth Centre
180 Henry Street
Winnipeg, MB R3B 0J8
Phone: 946-9400

The Services provided at Booth Centre include:

- Chaplaincy/Counselling
- Anchorage Chemical Dependency Program
- Men's and Women's Residences

Rural
9 Princess Avenue East
Brandon, MB R7A 1R8
Phone: 727-6271
Fax: 727-1752

For Corps (Churches) located in Manitoba with Specific Programs for Seniors, visit The Salvation Army's website at www.salvationarmy.mb.ca

AGAPE TABLE, INC.

Agape Table provides a hot meal and a meeting place for those in need. Some outreach services are available. Agape Table is open Monday to Friday mornings 8:30 – 11:00 a.m. Agape Table can also help connect people with other health resources within the community.

All Saints Parish Hall

175 Colony Street
Phone: 783-6369

CANADIAN RED CROSS SOCIETY

The Canadian Red Cross – Manitoba Region – offers a number of programs and services with local offices throughout the province. Some injury prevention courses offered are first aid, babysitting, CPR, boating and water safety.

Every year thousands of Manitobans of all ages learn to prevent violence and abuse through the Red Cross award-winning interactive program, RespectED.

When disaster strikes in Manitoba, key services provided include registration and inquiry and providing emergency food, shelter and water. When the international community needs help, whether its severe flooding, earthquakes or man-made disaster or conflict, the Red Cross is there to help with appeals for donations.

The aforementioned programs and services would not be possible without the dedication and passion of several hundred Red Cross volunteers in Manitoba.

MANITOBA OFFICES

Winnipeg

1111 Portage Avenue
Winnipeg, MB R3G 0S8
Phone: 982-7330
Fax: 942-8367
Toll-free: 1-866-685-4250 (Manitoba)
Website: www.redcross.ca

Brandon

Unit 3 – 613 10th Street
Brandon, MB R7A 4G6
Phone: 729-4970
Fax: 727-0349

Parkland

Box 2818
Neepawa, MB R0J 1H0
Phone: 476-5001

Thompson

Box 1081
Thompson, MB R8N 1N9
Phone: 679-8244

MANITOBA FARM AND RURAL STRESS LINE

The Manitoba Farm and Rural Stress Line provides support, counselling, information and referrals over the phone to farm families and other rural Manitobans.

Counsellors are trained to provide support, referral and ways of coping. They will assist a person to make changes the caller believes to be important and will link with community resources most appropriate to help them with their situation.

For more information, contact:

Toll-free: 1-866-367-3276

E-mail: help@ruralstress.mb.ca

Website: www.ruralstress.ca

ELDER ABUSE

SENIORS ABUSE LINE

The Seniors Abuse Line is a confidential information service aimed at providing seniors, family members, professionals, and others with a one-stop information resource on elder abuse. The abuse line staff provide information on community resources and support services that are available throughout Manitoba. An elder abuse consultant is also available to provide education and training,

and to assist communities to ensure that services and supports are coordinated and available to abused older persons.

For more information, contact:

Seniors Abuse Line

Phone: 945-1884

Toll-free: 1-888-896-7183

AGE & OPPORTUNITY

Age & Opportunity provides confidential consultation, assessment, and counseling services to seniors who are suspected victims of abuse experiencing emotional, physical, financial abuse or neglect. Assistance accessing crisis accommodations and legal services, including protection orders, is also provided. The Safe Suite Program provides temporary housing for men and women, 55 years or older who are in need of a safe place to stay due to abuse or neglect and whose needs cannot be effectively met by existing abuse/crisis services. Abuse may be physical, emotional/psychological, sexual, financial or neglect.

For further information, please contact:

Age & Opportunity

200 - 280 Smith Street

Winnipeg, MB R3C 1K2

Phone: 956-6440

Fax: 946-5667

E-mail: ovs@ageopportunity.mb.ca

Website: www.ageopportunity.mb.ca

CRISIS ACCOMMODATION FOR PERSONS WITH DISABILITIES

Adults with disabilities who have experienced abuse, or are at risk of abuse and whose abuse-related needs cannot be appropriately or effectively met by the protocols of existing crisis lines can be referred here.

Crisis Accommodation and Supports

Crisis Line: Phone: 788-8687

WOMEN'S SHELTERS

Women's shelters located throughout Manitoba provide short-term emergency shelter for women of all ages who are abused by their partners.

Provincial-wide Information/Crisis Line
1-877-977-0007

WINNIPEG REGION

Osborne House

Box 397

Winnipeg, MB R3C 2H6

Admin Line: 942-7373

Local Crisis Line: 942-3052

TTY Line: 942-5204

Ikwe-Widdjitiwin

Box 1056

Winnipeg, MB R3C 2X4

Admin Line: 987-2780

Local Crisis Line: 987-2780

Toll-free Crisis Line: 1-800-362-3344

TTY Line: 1-800-561-6178

CENTRAL REGION

Genesis House (South Central Committee on Family Violence)

Box 389

Winkler, MB R6W 4A6

Admin Line: 325-9957

Local Crisis Line: 325-9800

Portage Family Abuse Prevention Centre

Box 1541

Portage la Prairie, MB R1N 3P1

Admin Line: 239-5234

Local Crisis Line: 239-5233

EASTMAN REGION

Agape House (Eastman Crisis Centre)

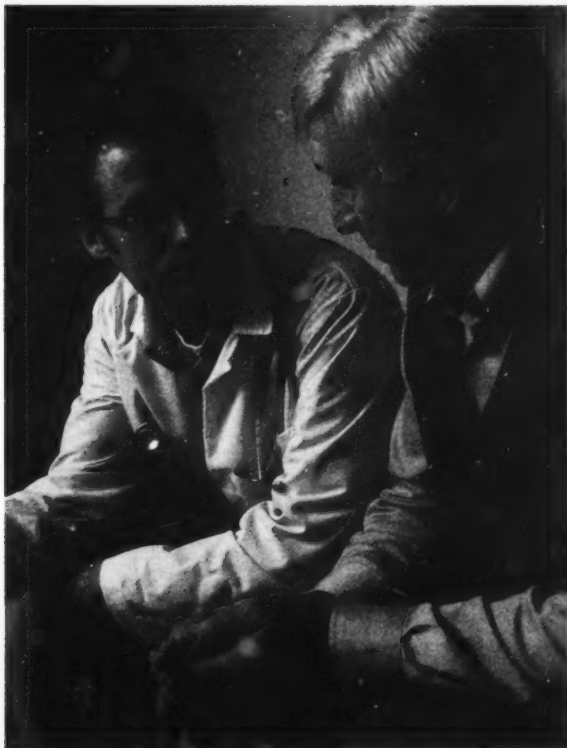
Box 3130

Steinbach, MB R5G 1P5

Admin Line: 326-6062

Local Crisis Line: 346-0028

TALKING WITH YOUR DOCTOR



Become an active participant in your own health care. People who talk with their doctor feel more comfortable about their treatment plans and educated about their health issues. You and your doctor are partners, working together to ensure your good health.

The following is a list of tips that you can use for talking with your doctor.

GIVE YOUR DOCTOR INFORMATION.

- Provide your doctor with as much information as possible about symptoms and your healthy history, even if it makes you feel embarrassed. This will allow your doctor to make the best decision about your care. Prepare a list before hand of symptoms that you are experiencing.
- Remember to bring a list of medications and herbal remedies along with you (include the name, dose and when you take the medication). While reviewing your medication list, don't forget to tell your doctor about any reactions or side effects you may be experiencing.

GET INFORMATION FROM YOUR DOCTOR.

- Ask your doctor questions. Prepare a list with the most important questions first so that the doctor is able to answer them. Write down the answers or ask your doctor to put his/her instructions in writing.
- Take notes during your visit so you can refer to them later.
- If you don't understand, ask more questions and repeat what you think the doctor has said.
- Ask your doctor if there are any activities you should be avoiding due to your medical condition or medication.
- If you feel uncomfortable asking questions, bring a person you trust to your appointment who can do it for you.

TALKING WITH YOUR DOCTOR

- Ask your doctor questions about medical tests such as how long it will take for the test results and when you should contact the office for the results.
- If you need more time for your visit, let your doctor know. If your doctor is not available ask if you can speak with another health care professional.
- Ask your pharmacist. Pharmacists can provide you with additional information on medicines and health care products.

TAKE YOUR INFORMATION HOME.

- Ask your doctor for pamphlets or educational materials related to your medical condition. If your doctor doesn't have any, ask him/her where you can get some additional information.



- Call your doctor if you have additional questions about your treatment, symptoms you may be experiencing or prescribed medications.

FOLLOW UP.

- If required, call to schedule your medical tests or follow up appointments (doctor and/or specialist).
- If your symptoms get worse call your doctor immediately or seek medical attention.

UPDATE YOUR EMERGENCY RESPONSE INFORMATION KIT (E.R.I.K.).

- By filling out and **updating** each form on a regular basis, paramedics and other health care professionals are able to provide focused service in an emergency. The Emergency Response Information Kit contains an information brochure, a Health Information Form, a Health Care Directive Information sheet and form, an organ donation card and a sticker for the front door of your residence.
- Place your Emergency Response Information Kit on the fridge so that emergency response personnel are able to locate the kit in the event of an emergency.

Please refer to our website at www.manitoba.ca/agefriendly for a more complete brochure entitled "Questions to Ask Your Doctor and Pharmacist".

INFORMATION FOR CAREGIVERS

Caregivers play an important and invaluable role in our society by allowing people to remain living in their family homes as long as possible.

Caregiving has many positive benefits, such as:

- a renewed relationship with the person being cared for,
- new relationships with others through support groups and community services,
- a chance to give back,
- a sense of accomplishment,
- an opportunity to develop new abilities, knowledge, i.e. advocacy skills,
- growth and increased overall compassion for others,
- a heightened sense of value and self esteem.

While there are many rewards associated with caregiving, there are also some challenges to keep in mind. The following are some common challenges and helpful hints to keep in mind when caring for another person:

- Caregivers don't have to be all things to all people. Involve other family members and friends in order to build a strong support system. In addition, turn to health care professionals and your community for help and support when needed.

- When a family member can no longer live safely alone at home, he/she may resist change. Respect and recognize the impact these changes will have on the individual. Caregivers who recognize that their loved one is not a child are better prepared to care for an increasingly dependent person. Include the individual cared for in any discussions and decisions in order to maintain a sense of independence and dignity at times of change.
- Negative attitudes towards physical/mental changes are normal. It is upsetting to watch a loved one experience physical



INFORMATION FOR CAREGIVERS

- and or mental decline, but keep in mind that people all experience physical changes as they age. Some of them may also experience mental changes. Certain changes are reversible; others are not.
- Respite care provides the caregiver with a break from caregiving responsibilities and is available through formal organizations or short term placement in a personal care home. Respite care should be used regularly in order to prevent burnout. Remember, strive for balance not perfection.
 - When faced with a difficult situation, speak up!
 - I. In the event that the caregiver and the family member develop any form of conflict with the assigned aide/volunteer/nurse/companion, feel free to contact the home care coordinator, agency or organization. Explain the situation in detail and work together to formulate alternatives which will provide the best outcome for all parties involved.
 - II. If you have concerns regarding the quality of care being provided at a personal care home, address your concerns with the charge nurse or administrator. Follow up on a regular basis and keep track of any changes made by the facility.
 - When making decisions for a loved one who is no longer mentally alert, the caregiver should involve other family members as much as possible. However, if you reach a deadlock, don't give up. Focus on what is best for the individual and try to reach a mutual agreement. Be open to compromise.
 - Take care of your own health. Try to get good nutrition, sufficient exercise and adequate rest (think of rest as recharging, not as being lazy). Also, maintain hobbies and interests you enjoy.
- Please refer to our website at www.manitoba.ca/agefriendly for a more complete brochure entitled "A Guide for the Caregiver".*



Health Care Directives in Manitoba

What is the purpose of a Health Care Directive?

As a Manitoba citizen you have the right to accept or refuse medical treatment at any time. The *Health Care Directives Act* allows you to express your wishes about the amount and type of health care and treatment you want to receive should you become unable to speak or otherwise communicate this yourself. It also allows you to give another person the power to make medical decisions for you should you ever be unable to make them yourself.

Why should I fill out a form?

Due to accident or illness, you may become unable to say or show what treatment you would like, and under what conditions. If you have signed a directive, those close to you and the health care professionals treating you are relieved of the burden of guessing what your wishes might be.

How do I make a Health Care Directive?

The Manitoba government has prepared a form for your convenience (see reverse). The form serves as a guide for providing the appropriate information. However, **any paper that is signed, dated and provides the same information may be used.** A directive may be made by anyone capable of making a health care decision and understanding the consequences of that decision.

Who do I talk to about these decisions?

It is strongly recommended you talk to your doctor before completing the directive. This will ensure your instructions are clear and easily understood by those who provide treatment. Your choices should then be clearly typed or printed.

What is a proxy?

A proxy is someone you choose and name in your directive to act for you in the event you are not able to make such judgments and speak on your own behalf. Because it is not possible to anticipate every set of circumstances, your proxy has the power to make health care decisions for you based on what you have told your proxy about your wishes and the information in your directive.

Who do I choose as my proxy?

The choices you make in a directive are very personal. The person(s) you choose to represent you should be close friends or relatives who are willing to accept this responsibility. You should discuss your wishes openly and in detail with them. It is wise to name more than one proxy in case one is not available when needed.

If you designate two proxies, you must decide how you want them to work, either independently or together as a team. If you decide the two proxies should act **jointly**, they will act together on your behalf. If you decide they should work **consecutively**, the second proxy will be contacted if the first is not available or is unwilling to make the required decision at the required time.

It is important to make sure that your proxy (or proxies) understand(s) what is expected and is willing to speak and act for you.

Can I change my mind about my directive?

A Health Care Directive should be a record of your current wishes. If at any time you wish to change the content or the proxies you have listed, all copies of your old directive should be destroyed and a new directive written.

What is the effect of a Health Care Directive?

The wishes you express in your directive are binding on your friends, relatives and health care professionals (unless they are not consistent with accepted health care practices) and will be honoured by the courts. However, health care professionals treating you are not obliged to search for or ask about a signed directive. It is important to be sure that family, friends, your doctor and your proxy know you have a directive and know where it can be found.

For more information contact:
your regional health authority

Health Care Directive

Please type or print legibly

This is the Health Care Directive of:

Name _____

Address _____ City _____

Province _____ Postal Code _____ Telephone () _____

Part 1 – Designation of a Health Care Proxy

You may name one or more persons who will have the power to make decisions about your medical treatment when you lack the ability to make those decisions yourself. If you do not wish to name a proxy, you may skip this part.

I hereby designate the following person(s) as my Health Care Proxy:

Proxy 1

Name _____

Address _____

City _____

Province _____ Postal Code _____

Telephone () _____

Proxy 2

Name _____

Address _____

City _____

Province _____ Postal Code _____

Telephone () _____

(Check ☒ one choice **only**.) For an explanation of "consecutively" and "jointly" please see the reverse side of this form).

If I have named more than one proxy,

I wish them to act:

☐ consecutively OR ☐ jointly

My Health Care Proxy may make medical decisions on my behalf when I lack the capacity to do so for myself (check ☒ one choice **only**):

☐ With no restrictions

☐ With restrictions as follows:

Part 2 – Treatment Instructions

In this part, you may set out your instructions concerning medical treatment that you do or do not wish to receive and the circumstances in which you do or do not wish to receive that treatment. REMEMBER – your instructions can only be carried out if they are set out clearly and precisely. If you do not wish to provide any treatment instructions, you may skip this part.

Part 3 – Signature and Date

You must sign and date this Health Care Directive. No witness is required.

Signature _____

Date _____

If you are unable to sign yourself, a substitute may sign on your behalf. The substitute must sign in your presence and in the presence of a witness. The proxy or the proxy's spouse cannot be the substitute or witness.

Name of substitute: _____

Address _____

Signature _____

Date _____

Name of witness: _____

Address _____

Signature _____

Date _____

EMERGENCY PREPAREDNESS

DEVELOP AN EMERGENCY PLAN

Each individual has unique needs and abilities. Evaluate your needs and develop an emergency plan to ensure you are better prepared for emergencies.

PERSONAL SUPPORT NETWORK:

You might need assistance during an emergency. Speak with family, friends, neighbours and others and ask them to be your support network.

- Discuss / provide a copy of your emergency plan to each member of your network.
- Teach them how to assist with your specific needs (i.e. use lifesaving equipment, administer medicine, etc.).
- Ensure your network knows where you keep emergency supplies.
- Ensure someone in your network has an extra key to your home.
- Decide how you will contact each other during an emergency.
- Practice your plan with those who have agreed to be part of your support network.

STAY AT HOME OR EVACUATE:

Depending on the emergency you may need to stay at home without access to outside services or evacuate from your community for a period of time. It is important to be prepared for both. **Follow directions provided by local officials.**

Make sure you have the necessary supplies to sustain you and your family for a minimum of 72 hours. Compile some of your essentials in a kit that you can grab if you need to leave quickly. Arrange in advance to stay with family or friends outside your area in case your community is evacuated during an emergency.

Identify a plan for communicating with family if separated during an emergency.

FAMILY COMMUNICATIONS PLAN:

Select an out-of-town contact that each family member can call or email to check in. Ensure your contact is aware and agrees to your plan. Provide contact information to your family members.

MEETING PLACES:

Pre-select 2 emergency meeting places – one near your home and one outside your neighbourhood in case your community is evacuated. Ask if it is possible to stay for a period of time in the event of an emergency.

EMERGENCY KIT:

Some of the supplies you should have on hand in case of emergency are:

Basic Items: bottled water, nonperishable food, manual can opener, candles with holders, matches, flashlight, battery-powered or crank radio, batteries, first aid kit, whistle, extra keys, cash, personal hygiene items, suitable clothing, and your emergency plan.

Health Supplies: medications, medical supplies and devices, health records / prescriptions.

Important Documents: copies of family records, health information, identification, wills, insurance, financial / banking information, etc.

CONSIDER YOUR PETS:

Compile supplies for your pets in case of emergency — kennel, food / water, health and vaccination records, ID tags, collar, and leash. Check to see if your pets can stay with you at the home of family or friends. If not, make other arrangements with kennels or vets.

EMERGENCY PLAN

PERSONAL SUPPORT NETWORK – CONTACTS:

1) Name: _____ Phone Number: _____

Address: _____

2) Name: _____ Phone Number: _____

Address: _____

3) Name: _____ Phone Number: _____

Address: _____

HEALTH INFORMATION: (list of medications, health equipment, where stored and special notes on usage.)

FAMILY COMMUNICATIONS PLAN – OUT-OF-TOWN CONTACT:

Name: _____ Email: _____

Phone (H): _____ Phone (W): _____ Other: _____

EMERGENCY CONTACTS:

Police: _____ Family Doctor: _____

Fire: _____ Pharmacy: _____

Ambulance: _____ Dentist: _____

Health Links: 788-8200/1-888-315-9257 Insurance: _____

Gas/Hydro: 1-888-624-9376 Vet/Kennel: _____

Highway Info: 945-3704/1-866-627-6237 Other: _____

EVACUATION PLAN – ESCAPE ROUTES:

Identify emergency exits from your home. _____

Identify alternate escape routes from your neighbourhood. _____

MEETING PLACES:

1) Near Home: _____

2) Outside Neighbourhood: _____

EMERGENCY KIT:

Location and Date Completed: _____

INTERLAKE REGION

Nova House

Box 337

Selkirk, MB R1A 2B3

Admin Line: 482-7882

Local Crisis Line: 482-1200

NOR-MAN REGION

Aurora House

(The Pas Committee for Women in Crisis)

Box 3779

The Pas, MB R9A 1S4

Admin Line: 623-7427

Local Crisis Line: 623-5497

PARKLAND REGION

Parkland Crisis Centre

Box 651

Dauphin, MB R7N 2V4

Admin Line: 622-4620

Local Crisis Line: 638-9484

Thompson Crisis Centre

Box 1226

Thompson, MB R8N 1P1

Admin Line: 677-9668

Local Crisis Line: 778-7273

WESTMAN REGION

YWCA Westman Women's Shelter

148 11th Street

Brandon, MB R7A 4J4

Admin Line: 727-3644

Local Crisis Line: 727-3644

HEALTH AND CHRONIC DISEASE INFORMATION

NOR'WEST CO-OP COMMUNITY HEALTH CENTRE, INC.

Nor' West Co-op Community Health Centre is a non-profit multi-service interdisciplinary co-

op health agency in the Inkster Area.

A wide range of health related services are provided including medical care, counseling, education and community outreach.

Nor' West recognizes the effect that life style, access to resources and income have on the health of individuals and families. We work with the community to create safer and healthier neighborhoods for children and families. Services are provided under the following programs:

- clinical Primary Health Care.
- counseling Services – Aboriginal Counseling and Relationship Counseling.
- Immigrant Women's Counseling Services and Woman's Place.
- Community Development.
- Foot Care Program.
- Nor' West Mentor Program.
- Nor' West Early Learning and Childcare Program.

For general information please contact:

Nor'West Co-op Community Health Centre

103 – 61 Tyndall Avenue

Winnipeg, MB R2X 2T4

Phone: 940-2020

Website: www.norwesthealth.ca

HEALTH LINKS/INFO SANTÉ

Health Links/Info Santé is a telephone information and referral service located at Misericordia Health Centre. Specially trained registered nurses staff the Health Links line to help the public with their health questions and concerns. Health Links offers a 24-hour service, seven days a week.

Phone: 788-8200 or

Toll-free: 1-888-315-9257

MEDICATION INFORMATION LINE FOR THE ELDERLY (MILE)

The University of Manitoba offers the Medication Information Line for the Elderly.

A pharmacist will take your call and answer your questions about drugs and proper drug use. Hours of operation are Monday to Friday, 9:30 a.m. to 2:30 p.m.

Room 111, University Centre Building
Phone: 474-6493
E-mail: mile_resource@umanitoba.ca
Web site: www.umanitoba.c

CHRONIC DISEASE INFORMATION RESOURCES

The following organizations are excellent sources of information about chronic diseases. Most provide a variety of services to meet the special needs of persons affected by disease.

ALZHEIMER SOCIETY OF MANITOBA

The Alzheimer Society of Manitoba is an organization, whose mission is to alleviate the individual, family and social consequences of Alzheimer's disease and other dementias while supporting the search for a cure.

Programs and Services include:

- Supportive Counseling
- Support Groups for People with Dementia
- Support Groups for Family Caregivers
- Family Education
- Information and Resource Materials
- Safely Home™ – Alzheimer Wandering Registry
- Professional Education
- Speakers Bureau and Community Outreach
- Library Donation Program
- Advocacy

For more information, contact:

Alzheimer Society

Phone: 943-6622

Winnipeg

Toll-free: 1-800-378-6699

or contact the Regional Office nearest you

Website: www.alzheimer.mb.ca

The Alzheimer Society office locations:

Provincial Office

Unit 10 – 120 Donald Street

Winnipeg, MB R3C 4G2

Phone: 943-6622

E-mail: alzmb@alzheimer.mb.ca

Westman Region Office

Unit 1 – 613 10th Street

Brandon, MB R7A 4G6

Phone: 729-8320

E-mail: alzwm@alzheimer.mb.ca

North Central Region Office

21 Royal Road South

Portage la Prairie, MB R1N 1T8

Phone: 239-4898

E-mail: alznc@alzheimer.mb.ca

South Central Region Office

Box 119, 204 Main Street

Winkler, MB R6W 4A4

Phone: 325-5634

E-mail: alzsc@alzheimer.mb.ca

North Eastman Region Office

Phone: 268-4752

Beausejour, MB

E-mail: alzne@alzheimer.mb.ca

Parkland Region Office

12 – 2nd Avenue North West

Dauphin, MB R7N 1H2

Phone: 638-6691

E-mail: alzprk@alzheimer.mb.ca

CANADIAN CANCER SOCIETY

The Canadian Cancer Society is a national community-based organization of volunteers whose mission is the eradication of cancer and the enhancement of the quality of life of people with cancer. The funds raised support cancer research, advocacy for healthy public policy, prevention programs, the most up to-date information on cancer to enable people to make informed decisions about cancer treatment and give support to people living with cancer.

Canadian Cancer Society – Manitoba Division

193 Sherbrook Street

Winnipeg, MB R3C 2B7

Phone: 774-7483

Toll-free: 1-888-532-6982

Cancer Info Service: 1-888-939-3333

Cancer Connection: 1-800-263-6750

Smokers Help Line 1-888-577-3333

Transportation Program 787-4121

Web Site: www.cancer.ca

E-mail: info@mb.cancer.ca

Western Region Office

Lions Manor, 415 - 1st Street

Brandon, MB R7A 2W8

Phone: 571-2800

Toll-free: 1-888-857-6658

E-mail: info.brandon@mb.cancer.ca

CANADIAN DIABETES ASSOCIATION

The Canadian Diabetes Association promotes the health of Canadians through diabetes research, education, programs, services and advocacy. Our Diabetes Information & Support Centre offers help in obtaining the diabetes information you need. Diabetes events and presentations help those affected by the condition, as well as those at risk for developing type 2 diabetes.

Canadian Diabetes Association

Manitoba/Nunavut Region

200 – 310 Broadway

Winnipeg, MB R3C 0S6

Phone: 925-3800

Toll-free: 1-800-226-8464

Website: www.diabetes.ca

Manitoba/Nunavut Region Branches**Westman District**

Community Development Coordinator

727B 10th Street

Brandon, MB R7A 4G7

Phone: 728-2382

Fax: 726-1603

Parklands District

Community Development Coordinator

118 Main Street North

Dauphin, MB R7N 1C2

Phone: 638-6248

Fax: 638-0423

REGIONAL DIABETES PROGRAM

The Regional Diabetes Program (RDP) within each Regional Health Authority coordinates diabetes prevention, self-management education, care and support services for Manitobans with and at risk for diabetes and their families. These services are provided by trained health professionals (physician, nurse, dietitian, etc.) with other members of the diabetes health care team. A physician, health professional or the person requiring services can make a referral to the Regional Diabetes Program.

For more information, contact your nearest Regional Health Authority office. (see page 29)

HEART AND STROKE FOUNDATION OF MANITOBA

The Heart and Stroke Foundation, a volunteer-based health charity, leads in eliminating heart disease and stroke as well as reducing their impact through the advancement of research and its application, the promotion of healthy living, and advocacy.

Our health programs give Manitobans the information they need to make healthy lifestyle choices. Here are some of the programs that reach out to Manitobans every year:

- CPR instructor training and guideline development.
- Information: Our staff can provide information about healthy eating, physical activity, and management of heart disease and stroke. This service is free and is available by phone and email.
- Resources: we have a variety of pamphlets, books and videos to help you prevent

and cope with heart disease and stroke.
More information is also available on our website.

For more information on these programs and resources, please contact:

Provincial Office:

The Heart and Stroke Building
6 Donald Street, Suite 200

Winnipeg, MB R3L 0K6

Phone: 949-2000

Toll-free: 1-888-473-4636

E-mail: ask@heartandstroke.mb.ca

Website: www.heartandstroke.mb.ca

Brandon Office:

Heart and Stroke Foundation of Manitoba
3 - 824 18th Street

Brandon, MB R7A 5B7

Phone: 571-4080

Fax: 571-4086

HUNTINGTON DISEASE RESOURCE CENTRE

The Manitoba Huntington Disease Resource Centre assists families and professionals with the many different needs and concerns encountered while dealing with Huntington Disease. Services include information, short-term counselling, referral, mutual support and education and consultation for professionals.

For more information, please contact:

Huntington Disease Resource Centre

200 Woodlawn Street

Winnipeg, MB R3J 2H7

Phone: 772-4617

Fax: 940-8414

E-mail: sfunk@huntingtonsociety.ca

Website: www.huntingtonsociety.ca

**THE ARTHRITIS SOCIETY -
MANITOBA/NUNAVUT DIVISION**

The Arthritis Society provides programs and services for people with arthritis throughout Manitoba and raises funds for arthritis research. The services and programs include:

- The Arthritis Self Management Program.
- Chronic Pain Management Workshops.
- Referrals to Water/Land Exercise programs and Support Groups.
- Arthritis information line, Education Resources (printed materials, video & book lending library, website).
- Speaker's Bureau and Public Forums/Presentations.
- Volunteer Opportunities.

For more information, please contact:

The Arthritis Society

Suite 105, 386 Broadway

Winnipeg, MB R3C 3R6

Phone: 942-4892

Fax: 942-4894

Toll-free: 1-800-321-1433

E-mail: info@mb.arthritis.ca

Website: www.arthritis.ca/mb

THE LUNG ASSOCIATION, MANITOBA

- Is a non-profit health, non-governmental organization dedicated to the prevention of lung disease and the promotion of good lung health in Manitoba;
- Is a division of the Sanatorium Board of Manitoba which was established in 1904; The Lung Association began in 1975 and was created to facilitate marketing, fundraising and administration for the diverse services and programs offered by the Sanatorium Board.
- Provides education, community-based programs and services across Manitoba;
- Provides support for people suffering from respiratory diseases such as COPD, Bronchitis, Asthma and Emphysema;
- Deals with environmental issues, and operates a vehicle scrappage program to cut on vehicle emissions;
- Provides resources to the public and health care professionals;

- Provides program to Health Care Professionals;
- Provides support and resources to ongoing research and development for respiratory disease(s); and
- Is a member of the Canadian Lung Association.

For more information, contact:

The Lung Association, Manitoba (Head Office)

629 McDermot Avenue

Winnipeg, MB R3A 1P6

Phone: 774-5501

Toll-free: 1-888-566-5864

E-mail: info@mb.lung.ca

Web site: www.mb.lung.ca

Westman Office

8 – 940 Princess Avenue

Brandon, MB R7A 0P6

Phone: 725-4230

Toll-free: 1-888-566-5864

E-mail: westman@mb.lung.ca

MULTIPLE SCLEROSIS SOCIETY OF CANADA

The Multiple Sclerosis (MS) Society provides information and services, such as support counselling, referrals, support groups, social and recreational activities, for persons with MS and their families. For further information or assistance, contact:

Multiple Sclerosis Society of Canada – Manitoba Division

Suite 100 – 1465 Buffalo Place

Winnipeg, MB R3T 1L8

Phone: 943-9595

Toll-free: 1-800-268-7582

E-mail: info.manitoba@mssociety.ca

Website: www.mssociety.ca

There are chapter offices in Brandon, Dauphin, Morden, Portage la Prairie and Steinbach.

OSTEOPOROSIS CANADA – MANITOBA CHAPTER

The Manitoba Chapter of Osteoporosis Canada is a non profit health charity that educates, empowers and supports individuals and communities in the prevention, risk reduction and treatment of osteoporosis.

Services include:

- Information and Resource Materials
- Peer Led Support Groups
- Speakers Bureau
- Lending Library
- Professional Education
- Community Awareness Education and Outreach
- Public Forums/Presentations

For more information, contact:

Manitoba Chapter – Osteoporosis Canada

4 – 353 Provencher Boulevard

Winnipeg, MB R2H 0G8

Phone: 772-3498

E-mail: manitoba@osteoporosis.ca

Website: www.osteoporosis.ca

The Manitoba Chapter has branches and education committees in the following areas:

Brandon: 571-8399

South Central: 325-7487

South Eastman: 371-9329

The Pas: 623-9681

PARKINSON SOCIETY MANITOBA

Parkinson Society Manitoba provides programs and services to individuals living with Parkinson's disease and their families. Support groups and exercise sessions are available in several areas of the province. Please contact the Regional office for services in your community. Special events throughout the year help support programs and contribute to research into the cure for Parkinson disease.

Parkinson Society Manitoba

302 - 171 Donald Street
Winnipeg, MB R3C 1M4

Phone: 786-2637

E-mail: howard.koks@parkinson.ca

Website: www.parkinson.ca

**STROKE RECOVERY ASSOCIATION
OF MANITOBA, INC.**

Stroke Recovery Association of Manitoba Inc. (SAM) offers services to the survivors of stroke and their families at its centre and in the community. Some of the direct services programs offered by SAM are: peer support groups in various locations, adapted exercises for stroke survivors, a communication workshop, a visitation and outreach program, family and caregiver support, information packages and volunteer opportunities. For more information, contact:

Stroke Recovery Association of Manitoba, Inc.

Unit B - 247 Provencher Boulevard

Winnipeg, MB R2H 0G6

Phone: 942-2880

Fax: 944-1982

E-mail: info@strokerecovery.ca

Web: www.strokerecovery.ca

**MOOD DISORDERS ASSOCIATION OF
MANITOBA, INC.**

Staff and volunteers provide support and information for individuals and families in the community and in hospital. The association helps to identify symptoms, educate and encourage clients to seek the treatment they need. For more information, contact:

Mood Disorders Association of Manitoba, Inc.

Suite 100, 4 Fort Street

Winnipeg, MB R3C 1C4

Phone: 786-0987

Fax: 775-3497

Outside Winnipeg:

Toll-free: 1-800-263-1460

E-mail: mdam@depression.mb.ca

Website: www.depression.mb.ca

Other organizations that assist individuals coping with chronic diseases are listed in your telephone directory.

**ALCOHOL, DRUGS AND GAMBLING
PROGRAMS****ADDICTIONS FOUNDATION OF MANITOBA**

The Addictions Foundation of Manitoba (AFM) provides prevention and rehabilitation services that address problems involving the use of alcohol, other drugs and gambling.

Rehabilitation services are offered through residential or community based programs. For family members who are concerned about someone who has alcohol, other drugs, or gambling problems, a Family Group Program, as well as individual or family counseling services are available by calling the nearest AFM office.

Prevention services are available which include workshops for older adults, caregivers, and service providers. Contact your local AFM office.

AFM Problem Gambling Services offers prevention and rehabilitation outreach services specific to older adults. Call the Older Persons and Gambling Consultant at **944-6250**. People who are experiencing problems with their own or with someone else's gambling can also call the Gambling Helpline toll free at **1-800-463-1554**.

Responsible Gaming Information Centers are located at the McPhillips Street Station Casino (985-1240) and Club Regent Casino (985-0419). Staff at these centers can provide information about responsible gaming strategies and how gambling works, and assist players who are experiencing problems with gambling.

Check out the AFM Website at www.afm.mb.ca

AFM OFFICES**AFM Winnipeg Office**

1031 Portage Avenue

Winnipeg, MB R3G 0R8

Phone: 944-6260 • Toll-free: 1-866-638-2561

AFM RURAL OFFICES

Beausejour

Box 1118, 736 Park Avenue
R0E 0C0
Phone: 268-6166

Brandon

510 Frederick Street
R7A 6Z4
Phone: 729-3838
Toll-free: 1-866-767-3838
Email: westreg@afm.mb.ca

Dauphin

32 - 1st Avenue North West
R7N 1G7
Phone: 622-2021

Flin Flon

2nd Floor - 32 Main Street
R8A 1J6
Phone: 687-1770

Gimli

P.O. Box 449
R0C 1B0
Phone: 642-5162

Killarney

Box 3000, 203 South Railway Street East
R0K 1G0
Phone: 523-5070

Morden

108 - 8th Street
R6M 1Y7
Phone: 822-1296

Neepawa

Box 1779, 282 Hamilton Street
R0J 1J0
Phone: 476-7200

Portage la Prairie

2nd Floor, 9 Saskatchewan Avenue
R1N 3J9
Phone: 857-8353

Rosburn

Box 399
R0J 1V0
Phone: 859-4000

Selkirk

2nd Floor, 250 Manitoba Avenue
R1A 0Y5
Phone: 785-2354

Steinbach

Box 2560, 381 Hospital Street
R0A 2A0
Phone: 326-7724

Swan River

P.O. Box 141
R0L 1Z0
Phone: 734-2030

Ste. Rose

Willard Monson House
Box 490
R0L 1S0
Phone: 447-4040
E-mail: wmh@afm.mb.ca

The Pas

Box 2039
1 St. Goddard Avenue
R9A 1L7
Phone: 627-8140 or 8141

Thompson

23 Nickel Road
R8N 0Y4
Phone: 677-7300
Toll-free: 1-866-291-7774
E-mail: northreg@afm.mb.ca

Virden

P.O. Box 2500
R0M 2C0
Phone: 748-4720

AFM LIBRARY SERVICES

The AFM library holds an extensive collection of resources on addictions, including books, journals, videos, pamphlets, posters & fact sheets. Membership is free and available to all Manitobans. Please contact:
1031 Portage Avenue
Winnipeg, MB
Phone: 944-6233
Toll-free: 1-866-638-2568
Email: library@afm.mb.ca

ADDICTIONS SELF-HELP GROUPS

ALCOHOLICS ANONYMOUS

Alcoholics Anonymous is a voluntary, worldwide fellowship of men and women from all walks of life who meet in groups to attain and maintain sobriety. The only requirement for membership is a desire to stop drinking. There are no dues or membership fees.

For more information, contact:

Alcoholics Anonymous

208 - 323 Portage Avenue

Winnipeg, MB R3B 2C1

Phone: 942-0126

E-mail: aambco@mts.net

Website: www.aamanitoba.org

AL-ANON/ALATEEN CENTRAL SERVICE

The Al-Anon Family Groups are a fellowship of relatives and friends of alcoholics who share their experience, strength, and hope, in order to solve their common problems. Al-Anon has but one purpose – to help families of alcoholics.

For more information, please contact:

Al-Anon/Alateen Central Service

107 – 2621 Portage Avenue

Winnipeg, MB R3J 0P7

Phone: 943-6051

GAMBLERS ANONYMOUS (GA)

Compulsive gambling is an illness which gets worse over time. It can never be cured but can be slowed.

Please contact GA at **582-4823** for a recorded message about meeting times and locations. The meeting message is updated regularly. If you need to speak to a member of GA, simply leave your first name and telephone number and a member will call you the same day. If you need to speak to someone urgently, call **952-7799**.

Support services for families are available from GamAnon contact: Phone: 775-3535.

FITNESS AND RECREATION

RECREATION AND REGIONAL SERVICES BRANCH

The Recreation and Regional Services Branch helps to improve individual and community well-being through recreation, physical activity and wellness promotion by working with organizations and communities.

Recreation and Regional Services Branch

6th Floor, 213 Notre Dame Avenue

Winnipeg, MB R3B 1N3

Phone: 945-3766

Fax: 945-1684

E-mail: rrs@gov.mb.ca

MANITOBA FITNESS COUNCIL

The Manitoba Fitness Council (MFC) is a non-profit organization dedicated to promoting quality fitness leadership training in order to provide Manitobans with safe, effective and enjoyable exercise programs. MFC accreditation is the acknowledged standard for fitness leaders in Manitoba and trains fitness leaders to lead programs specifically for older adults. The MFC manages a speaker bureau that can provide presentations, displays or demonstrations geared for older adults. For more information contact:

Manitoba Fitness Council

Room 102, Frank Kennedy Centre

University of Manitoba

Winnipeg, MB R3T 2N2

Phone: 474-8644

Toll-free: 1-800-432-1960, ext. 8644

E-mail: mfc@ms.umanitoba.ca

Website: www.manitobafitnesscouncil.ca

ST. JOHN AMBULANCE

St. John Ambulance is Canada's leader in First Aid Training. Our courses provide complete and comprehensive information that can help you save a life in an emergency at home and at play.

Courses include: Emergency, Standard and Wilderness First Aid, all levels of CPR, First Aid on the Farm, Medical First Responder Level training, Babysitter training, Automated External Defibrillation (AED) programs and more.

Revenue generated from training programs stay in Province to fund FREE Community Service Programs such as the Therapy Dog program, where volunteers and their own pet, visit seniors in personal care facilities and hospitals and special needs children in schools.

Adult First Aid volunteers provide free First Aid at many community events and the St. John Youth group provides free First Aid training for youth from 6-18.

Training inquiries: 784-7000

Volunteer Program inquiries: 784-7016

ROSE AND MAX RADY JEWISH COMMUNITY CENTRE

The Rady JCC is a not-for-profit community agency providing a broad range of programs and services for all age groups. Programs include fitness, health, recreation, social, cultural and educational programs. Many programs are specifically designed for the 55+ adult in mind.

Rose and Max Rady Jewish Community Centre

Suite B100, 123 Doncaster Street

Winnipeg, MB R3N 2B3

Phone: 477-7510

WELLNESS INSTITUTE AT SEVEN OAKS GENERAL HOSPITAL

A broad spectrum of services is offered in a fully accessible medical fitness facility for adults of all abilities. Programs include

rehabilitation and disease management, health education programs, fitness programs and social wellness activities. A "Selected Times" membership, allowing day time access is available at a substantial discount.

1075 Leila Avenue

Winnipeg, MB R2P 2W7

Phone: 632-3900

Website: www.wellnessinstitute.ca

REH-FIT CENTRE

When the Reh-Fit Centre opened in 1979, it was Canada's leading community fitness centre for the prevention of heart disease. Now, just over 25 years later, following a major expansion and renovation, we're bigger and better than ever.

The Reh-Fit is a not-for-profit organization with a mission to enhance the health and well-being of its members and the community by providing innovative health and fitness services through assessment, education, and exercise in a supportive environment.

Membership at the Reh-Fit Centre is open to the community-at-large.

Reh-Fit Centre

1390 Taylor Avenue

Winnipeg, MB R3M 3V8

Phone: 488-8023

Fax: 488-4819

Email: rehfit@rehfit.com

Website: www.reh-fit.com

UNIVERSITY OF MANITOBA – AGING ACTIVELY PROGRAM

The University of Manitoba's Recreation Services offer specially designed programs designed for the 55+ age group. In addition there are a variety of other programs suitable to meet health and wellness needs.

*Discounts are offered on any membership/program to adults 55 and over.

For more information contact:

Recreation Services

145 Frank Kennedy
University of Manitoba
Winnipeg, MB R3T 2N2
Phone: 474-6100
Website: www.recreationservices.ca

UNIVERSITY OF WINNIPEG

Duckworth Centre Seniors' Physical Well Being Workout – Gym and Track

This indoor workout focuses on coordination, cardiovascular, balance and flexibility activities. It is recommended that participants take at least three 30 minute exercise periods per week. This supervised workout will help participants meet that goal and is open to all. This is a first stage entry-level program that can also be used as way of maintaining your fitness level.

For more information, contact:

Continuing Education

Phone: 982-6633
Website: www.uwinnipeg.ca/index/dce-55_plus

The Duckworth Centre

University of Winnipeg
400 Spence Street
Winnipeg, MB R3B 2E9
Phone: 786-9349
E-mail: duckworth@uwinnipeg.ca
Website:
www.uwinnipeg.ca/index/wesmen-members

CITY OF WINNIPEG, COMMUNITY SERVICES DEPARTMENT

A variety of recreation services and opportunities are available for older adults throughout the City of Winnipeg from the Community Services Department.

To find out what is offered in your area, consult your City of Winnipeg Leisure Guide, available online at:

Website: www.winnipeg.ca/cms/Leisure/
Phone: 986-7706
E-mail: btowers@winnipeg.ca

YMCA-YWCA OF WINNIPEG

The YMCA-YWCA has a variety of special programs available. Seniors' groups operate in all YMCA-YWCA branches.

For more information contact:

YMCA-YWCA of Winnipeg

301 Vaughan Street
Winnipeg, MB R3B 2N7
Phone: 947-3044
Website: www.ywinnipeg.ca

Elmwood-Kildonan

454 Kimberley Avenue
Winnipeg, MB R2K 0X8
Phone: 668-8140

South Winnipeg Branch

5 Fermor Avenue
Winnipeg, MB R2M 0Y1
Phone: 233-3476

West Portage

3550 Portage Avenue
Winnipeg, MB R3K 0Z8
Phone 889-8052

BRANDON

YMCA

231 – 8th Street
Brandon, MB R7A 3X2
Phone: 727-5456

YWCA

148 – 11th Street
Brandon, MB R7A 4J4
Phone: 571-3680
E-mail: ywca2@westman.wave.ca

SENIORS CENTRES

Most Senior Centres offer fitness programs in your community. Please see pages 14-16 to inquire with a convenient Senior Centre near you.

RURAL AND NORTHERN RECREATION DIRECTORS

Rural and Northern recreation directors are employed by the local municipality or governing body to provide a wide range of recreation opportunities to people of all ages in their community or district.

Recreation directors may provide information on grants, board development, recreation opportunities, seniors' games and volunteering. If you are not sure whether your community has a recreation director, call your municipal office or the regional office of Culture, Heritage, Tourism and Sport nearest you.

Rural and Northern Recreation Directors

Phone:

726-6066 (Brandon)

822-5418 (Morden)

268-6018 (Beausejour)

642-6006 (Gimli)

622-2022 (Dauphin)

677-6780 (Thompson)

627-8213 (The Pas)

SERVICES AND SUPPORTS FOR INDEPENDENT LIVING

PERSONAL IDENTIFICATION: BIRTH, MARRIAGE AND DEATH CERTIFICATES

You may obtain a copy of birth, marriage or death certificates by notifying the Vital Statistics office in the province that you were born. Copies of the Manitoba application are available online. If you prefer to do this process in person, visit the Vital Statistics office. Completed applications may be mailed or faxed to the Vital statistics office.

For more information about obtaining an official certificate or for contact information on foreign birth certificates, please contact:

Vital Statistics

254 Portage Avenue

Winnipeg, MB R3C 0B6

Phone: 945-3701

Service in French: 945-1000

Toll-free: 1-800-282-8069 (within Manitoba)

Website: www.gov.mb.ca/cca/vital/

BAPTISMAL CERTIFICATES

The church where you were baptized can supply you with a baptismal certificate. If you do not know the specific church, write the central office of your religious denomination in that city. They may have duplicate records.

PHOTO IDENTIFICATION

Photo Identification is required for many purposes. For travel out of Canada a passport is the preferred form of identification.

However, for other purposes any government issued photo identification will satisfy the requirement.

Some examples of these include:

- Manitoba Liquor Commission Cards
- Winnipeg Transit Cards (\$3.00 fee)
- Valid driver's license

PASSPORT CANADA

Questions and inquiries about passports should be directed toward the central office located in Québec or in person at a local service location.

Toll-free: 1-800-567-6868

TTY: 1-866-255-7655

Website: www.passportcanada.gc.ca

In Person:

Passport Canada

Suite 400

433 Main Street

Winnipeg, MB

Service Canada Center

100 – 1039 Princess Avenue
Brandon, MB

Service Canada Center

111 Main Street
Flin Flon, MB

Service Canada Centre

158 Stephen Street
Morden, MB

Service Canada Centre

Steinbach Place, Main Floor
321 Main Street
Steinbach, MB

Service Canada Centre

Suite 305, 4th Street West
The Pas, MB

Service Canada Center

North Centre Mall
118 – 3 Station Road
Thompson, MB

**MANITOBA LIQUOR
CONTROL COMMISSION (MLCC)**

1555 Buffalo Place, P.O. Box 1023
Winnipeg, MB R3C 2X1
Phone: 284-2501

WINNIPEG TRANSIT

421 Osborne Street
Phone: 986-7347

MEAL PROGRAMS

MEALS ON WHEELS

Hot meals are delivered between 11:00 a.m. and 1:00 p.m. to the homes of people who are unable to prepare adequate meals themselves due to age, illness, disability, lack of cooking facilities or inability to shop.

Meals on Wheels of Winnipeg, Inc.

500 – 283 Portage Avenue
Winnipeg, MB R3B 2B5
Phone: 956-7711
Fax: 956-7722
E-mail: meals@mealsonwheelswpg.ca
Website: www.mealsonwheelswpg.ca

Hot Meals are delivered between 11:15 a.m. and 12:00 p.m. in Brandon.

Meals on Wheels Brandon

241 – 8th Street
Brandon, MB R7A 3X2
Phone: 727-6641
Fax: 725-0669

CONGREGATE MEALS

Congregate meal programs (meals served to a group of seniors) are available at many locations throughout the province. Contact the Community Resource Council or Senior Centre nearest you. (see pages 7-16)

SAFETY CHECKS

PERSONAL EMERGENCY RESPONSE SYSTEMS

Personal emergency response systems offer 24-hour protection for individuals who live independently and because of their health or mobility are considered “at risk.” Before making a decision to purchase, you should:

- Investigate options
- Know who will respond

VICTORIA LIFELINE

Victoria Lifeline provides 24 hour-a-day security for Manitobans who value their independence but may be living with health or safety concerns. With the press of a waterproof button worn around the neck or wrist, family, friends or emergency services are alerted to a fall, illness or urgent situation requiring assistance.

Victoria Lifeline is a non-profit community service of the Victoria General Hospital Foundation that has provided peace of mind for seniors and their families throughout Manitoba for the past 20 years.

Victoria Lifeline

4 – 1875 Pembina Highway

Winnipeg, MB R3T 2G7

Phone: 956-6777

Toll-free: 1-888-722-5222

Fax: 261-7719

E-mail: victorialifeline@vgh.mb.ca

Website: www.victorialifeline.ca

For more information, consult the “Yellow Pages” or contact your Community Resource Council.

SPECIAL PROGRAMS FOR FRAIL OR HOMEBOUND SENIORS

MANITOBA LEAGUE OF PERSONS WITH DISABILITIES, INC. (MLPD)

The MLPD is an organization of and for people with all types of disabilities. It monitors programs and legislation, and advocates for required changes regarding the common needs and concerns of disabled people. A few of the common issues of concern are accessibility, employment, housing, home care services, human rights and transportation.

Manitoba League of Persons with Disabilities, Inc.

105 – 500 Portage Avenue

Winnipeg, MB R3C 3X1

Phone: 943-6099

Toll-free: 1-888-330-1932

E-mail: mlpd@shawcable.com

Website: www.mlpd.mb.ca

RURAL

Don Butler

2209 Richmond Avenue

Brandon, MB R7B 0T7

Phone: 725-2767

Mary Ann Carlisle

Box 951

Souris, MB R0K 2C0

Phone: 483-3106

Bev Fender

Box 985

Steinbach, MB R5G 1M7

Phone: 371-2754

INDEPENDENT LIVING RESOURCE CENTRE

The Independent Living Resource Centre (ILRC) provides:

- information and referral services
- peer support
- skills training workshops on topics including advocacy, pain management, and invisible disabilities

The ILRC assists people with disabilities to identify their needs and work towards solutions.

For further information, please contact:

Information & Referral Consultants

The Independent Living Resource Centre
311A - 393 Portage Avenue

Winnipeg, MB R3B 3H6

Phone: 947-0194 (TTY/TDD)

Toll-free: 1-800-663-3043 • Fax: 943-6625

E-mail: thecentre@ilrc.mb.ca

Website: www.ilrc.mb.ca

SOCIETY FOR MANITOBBANS WITH DISABILITIES

The Society for Manitobans with Disabilities continually develops, maintains and delivers relevant services that assist in the development of individual independence and community support for persons with disabilities.

SMD OFFICES

Head Office

825 Sherbrook Street

Winnipeg, MB R3A 1M5

Phone: 975-3010
Toll-free: 1-866-282-8041 (Canada/US)
TTY: 975-3012
TTY Toll-free: 1-800-225-9108 (Canada/US)
Website: www.smd.mb.ca

Wheelchair Services

1111 Winnipeg Avenue
Winnipeg, MB R3E 0S2
Phone: 975-3250
Toll-free: 1-800-836-5551 (Canada/US)
TTY: 975-3239
TTY Toll-free: 1-800-856-7934 (Canada/US)

Stephen Sparling Library

825 Sherbrook Street
Winnipeg, MB R3A 1M5
Phone: 975-3024
Toll-free: 1-866-282-8041 (Canada/US)
TTY: 975-3012
TTY Toll-free: 1-800-225-9108 (Canada/US)
Website: www.smd.mb.ca

Westman Regional Office

Room 140, 340 – 9th Street
Brandon, MB R7A 6C2
Phone: 726-6157
Toll-free: 1-800-813-3325 (Canada/US)
TTY: 726-6157

Parkland Regional Office

Room 411 – 27 – 2nd Avenue
Dauphin, MB R7N 3E5
Phone: 622-2293
Toll-free: 1-800-844-2307 (Canada/US)
TTY: 622-2293

Northern Regional Office

303 – 83 Churchill Drive
Thompson, MB R8N 0L6
Phone: 778-4277
Toll-free: 1-888-367-0268 (Canada/US)
TTY: 778-4277

Eastman Regional Office

201 – 323 Main Street
Steinbach, MB R5G 1Z2
Phone: 326-5336
Toll-free: 1-800-497-8196 (Canada/US)
TTY: 346-3998

Central Regional Office

100 – 30 Stephen Street
Morden, MB R6M 2G3
Phone: 822-7412
Toll-free: 1-800-269-5451 (Canada/US)
TTY: 822-7412

Interlake Regional Office

382 Main Street
Selkirk, MB R1A 1T8
Phone: 785-9338
Toll-free: 1-888-831-4213 (Canada/US)
TTY: 482-5638

TRANSPORTATION

PARKING PERMIT PROGRAM

If you or a friend or family member has difficulty walking more than 50 metres, which is roughly the distance from the mall's parking lot to its entrance, you can apply for a Parking Permit.

This parking permit allows you to park in specially designated spots at a close distance from the entrance.

Applications can be obtained from:

- MD regional office.
- doctor's office.
- driver and vehicle licensing branch, or
- local municipal office.

For further information on the Manitoba Parking Permit Program contact:

Parking Permit Program

1111 Winnipeg Avenue
Winnipeg, MB R3E 0S2
Phone: 975-3257
Toll-free: 1-800-836-5551 – Canada/US
TTY: 975-3239
TTY: 1-800-856-7934 – Canada/US

HANDI-TRANSIT

Special transportation services for seniors and handicapped persons are available in Brandon and Winnipeg.

Winnipeg

You must register with Handi-Transit by submitting an application form certified by health care providers.

For more information, call: 986-5722

Brandon

All applicants must fill out the Brandon Transit registration form and be approved prior to using the system. All trip requests must be made in advance through Handi Dispatch.

For more information, call: 729-2279

WINNIPEG TRANSIT

Winnipeg Transit operates a fleet of 335 Low Floor Easy Access buses as part of its regular service. Easy Access buses offer kneeling features, priority seating for seniors and those traveling with mobility devices, and all new buses are equipped with wheelchair ramps to allow wheelchairs and scooters access to transit service.

Eligible seniors (age 65 and over) can enjoy Reduced Fare when using Winnipeg Transit regular service. Valid Federal Government Blue card or Transit ID is required. Transit users who purchase monthly passes should keep their pass and receipts to claim the Transit Pass Credit on their income tax.

To find out what time your bus is coming, or to look up Low Floor Easy Access Service you can use the following Transit services:

InfoLine: 986-5700

Telebus: 287-7433

Website: www.winnipegtransit.ca

COMMUNITY RESOURCE COUNCILS – TRANSPORTATION SERVICES

Many Community Resource Councils provide transportation services in their respective

areas for seniors who require transportation. This could include shopping or medical appointments, for those who have no other means of transportation. A small fee may be charged. For information on the services in your area, contact the closest Community Resource Council listed on pages 7-14.

RURAL TRANSPORTATION

Under the Mobility Disadvantaged Transportation Program (MDTP), the province assists communities (outside the City of Winnipeg) who have taken the initiative in providing transportation services to mobility disadvantaged residents, including seniors. Funding support includes an annual operating grant and a one-time capital grant to assist in the purchase of a handivan. There are currently 65 communities that provide a handivan service under the MDTP.

To qualify for funding, local municipalities must sponsor the program and demonstrate a commitment to keep the service in operation once it is established. For additional information on communities operating a handivan under the MDTP, please contact:

Intergovernmental Affairs

Municipal Finance & Advisory Services
508 – 800 Portage Avenue

Winnipeg, MB R3G 0N4

Phone: 945-2569

Fax: 948-2780

E-mail: jinouye@gov.mb.ca

ASSISTIVE DEVICES

REHABILITATION ENGINEERING DEPARTMENT

Orthotics

The orthotics service at the Health Sciences Centre provides assessment, custom design and fabrication or pre-fabricated devices, fittings and follow-up for a wide variety of

orthotic devices, braces and footwear. Orthotic treatment is provided to adult and childhood musculo-skeletal and neurological disorders, including scoliosis, tibia vara, spina bifida, arthritis, stroke, diabetes, polio, and fractures.

Assistive Technology Products and Services

This program helps clients gain the highest possible level of independence through the use of electronic and mechanical assistive technologies.

You can access the Orthotics Department and Assistive Technology Products and Services directly or through your rehabilitation agency, therapist or physician.

Rehabilitation Engineering Department

Health Sciences Centre
MH036 – 59 Pearl Street
Winnipeg, MB R3E 3L7
Phone: 787-2202
Fax: 787-509

GUIDE BOOK FOR TRAVELLERS WITH DISABILITIES

The following books may be found in the library of the Canadian Paraplegic Association (Manitoba):

- **Handi-Travel: A Resource Guide for Disabled and Elderly Travellers**
- **Fodors Great American Getaways for the Disabled**

For more information, contact:

Canadian Paraplegic Association (Manitoba), Inc.

Room 211, 5 Sherbrook Street
Winnipeg, MB R3A 1M5
Phone: 786-4753
E-mail: winnipeg@canparaplegic.org
Website: www.cpamanitoba.ca

SERVICES FOR PERSONS WITH VISUAL IMPAIRMENTS

THE CANADIAN NATIONAL INSTITUTE FOR THE BLIND (CNIB)

Through a broad range of rehabilitation services, CNIB assists people with vision loss to achieve their independence. Programs and services include:

- Low vision services on how to maximize vision using magnifiers and lighting.
- Training to help manage the essentials of daily living, such as meal preparation, Braille and keyboarding instruction.
- Orientation and mobility instruction focusing on how to move safely around the home, community or workplace.
- Assessment and training on how to use accessible computer technology.
- Counselling to help overcome the emotional and practical challenges of vision loss.
- Employment counselling to assist in employment preparation or support with current employment.
- Peer support and leisure activities with others with the common experience of vision loss.

CNIB OFFICES:

1080 Portage Avenue
Winnipeg, MB R3G 3M3
Phone: 774-5421
Toll-free: 1-800-552-4893
Fax: 775-5090

354 10th Street
Brandon, MB R7A 4G1
Phone: 727-0631
Fax: 727-1139
Website: www.cnib.ca

LARGE PRINT BOOKS/TALKING BOOK SUPPORT (RURAL)

Anyone who has difficulty reading, holding a book, or turning the pages may request Large Print Books from the central Public Library Services collection. A letter from a doctor or other health official is required.

For more information, contact:
Public Library Services (Large Print Books)
Toll-free: 1-800-252-9998

TALKING BOOK SERVICES

Any one needing books for the blind may contact their local librarian for service. Each library has been equipped with new DAISY Digital players which are now lent out to blind/handicapped patrons. The librarians will order in digital titles from the CNIB office specifically for that patrons use.

For more information, contact:
Toll-free: 1-877-797-6813

WINNIPEG PUBLIC LIBRARY SPECIAL SERVICES

Offers a variety of collections and equipment including Talking Books, large print materials, descriptive and close-captioned videos for individuals who have special needs.

For more information, contact:
Winnipeg Public Library Special Services
Phone: 986-6489
TTY: 986-3485
Website: www.winnipeg.ca/library

COMMUNITY RESOURCE COUNCILS

Some Community Resource Councils provide audio versions of local newspaper, books or large print books for lending. Phone your local Community Resource Council to check availability. (see pages 7-14)

SERVICES FOR PERSONS WITH COMMUNICATION DISORDERS

HEARING PROBLEMS

There are a number of services in Manitoba to assist in the diagnosis and treatment of hearing loss, including public health nurses, family doctors, audiologists, hearing instrument practitioners and ear/nose/throat specialists.

The Winnipeg Regional Health Authority offers testing for hearing disorders at no charge to the client at the following sites throughout Winnipeg.

For more information, contact:

Audiology Central Intake
Phone: 837-0511

ACCESS River East
975 Henderson Highway
Winnipeg, MB R2K 4L7

Deer Lodge Hearing Centre
2109 Portage Avenue
Winnipeg, MB R3J 0L3

Seven Oaks Hearing Centre
2300 McPhillips Street
Winnipeg, MB R2V 3M3

Victoria Hearing Centre
Victoria General Hospital
2340 Pembina Highway
Winnipeg, MB R3T 2E8

Health Sciences Centre
Department of Communication Disorders
GG-2 – 820 Sherbrook Street
Winnipeg, MB R3A 1R9

St. Boniface Hospital
Rehabilitation Services
409 Tache
Winnipeg, MB R2H 2A6

****Referrals for clients living outside of Winnipeg can be directed to:**

Brandon Regional Health Authority – Audiology Dept. Brandon

Phone: 571-8366

Central Regional Hearing Centre Portage la Prairie

Phone: 239-3119

Norman Regional Hearing Centre The Pas

Phone: 627-8334

Burntwood Regional Hearing Centre Thompson

Phone: 677-5385

South Eastman Regional Hearing Centre Steinbach

Phone: 346-6250

North Eastman Regional Hearing Centre Beausejour

Phone: 268-7489

Boundary Trails Health Centre Winkler

Phone: 331-8828

Interlake Regional Hearing Centre Selkirk

Phone: 785-7497

Parklands Regional Hearing Centre

Phone: 622-6222

COMMUNICATION AND SWALLOWING PROBLEMS

Contact your physician for a referral to a Speech-Language Pathologist.

HEARING INSTRUMENT PRACTITIONERS

There are many hearing aid practitioners in Winnipeg who offer discounts to seniors, provide house calls if necessary, and provide services to rural Manitoba. Check your Yellow Pages under "Hearing Aids" for a Hearing Centre nearest you.

PRIVATE PRACTICE AUDIOLOGISTS

There are many audiologists in private practice in Manitoba. Check your Yellow Pages under "Hearing Aids" for a practice nearest you.

HARD OF HEARING SERVICES

The Living with Hearing Loss Program at the Society for Manitobans with Disabilities (SMD) helps people

- develop speech-reading skills.
- develop coping strategies to adapt in difficult communication situations.
- provides information on available technical devices for hard of hearing people.
- offers ideas to manage hearing loss related stress.
- offers classes for hard of hearing, oral deaf and late-deafened adults throughout Manitoba.
- manages on-site resource library with books and videotapes to assist people living with hearing loss.

For further information, contact:

Society for Manitobans with Disabilities

Deaf and Hard of Hearing Services

Phone: 975-3010

TTY: 975-3083

Toll-free (TTY): 1-800-225-9108

Toll-free (voice): 1-866-282-8041

SMD Website: www.smd.mb.ca

285 PEMBINA INC.

This is a subsidized housing facility that also contains personal care units. It serves as a recreational, cultural and religious centre for its residents, as well as the Deaf or Hard of Hearing people in the community.

DEAF CENTRE MANITOBA

The Deaf Centre houses Deaf organizations on the 2nd floor that specialize in serving the Winnipeg Deaf Community. It also offers

recreational and social events where people can host special occasions.

For more information about 285 Pembina Inc. and Deaf Centre Manitoba, contact:

285 Pembina Inc. / Deaf Centre

285 Pembina Highway
Winnipeg, MB R3L 2E1
Phone: 284-0802 (voice)
TTY: 475-0702

DEAF RESOURCE CENTRE

Deaf Resource Centre is an information provider operated by Deaf Centre Manitoba Inc. that responds to inquiries about a diverse range of topics related to culture, medicine, education, and family.

Deaf Resource Centre

101-285 Pembina Highway
Winnipeg, MB R3L 2E1
Phone: 284-9373 (voice)
TTY: 284-9373
Video Phone: 284-9373

**THE E-QUALITY COMMUNICATION
CENTRE OF EXCELLENCE**

The E-Quality Communication Centre of Excellence (ECCOE), formerly known as Independent Interpreter Referral Service, is a professional non-profit corporation that provides a wide range of interpreting and intervention services to meet the diverse needs of the hearing, hard of hearing, Deaf and Deaf-Blind communities.

Please contact:

ECCOE

200 - One Forks Market Road
Winnipeg, MB R3C 4L9
Voice: 475-6332
TTY: 452-0687
Fax: 452-0688
Emergency pager: 931-4947
Using Manitoba Relay Service: 1-800-855-0511
E-mail: jan@eccoe.com

MANITOBA DEAF-BLIND ASSOCIATION, INC.

The Manitoba Deaf-Blind Association (MDBA) is a community-based advocacy group. It is interested in improving opportunities and resources for Manitobans who have a combination of both hearing loss and vision loss.

For more information, please contact:

MDBA

285 Pembina Highway
Winnipeg, MB R3L 2E1
Fax: 477-1390 Attn: MDBA
E-mail:
mdba@manitobadeafblindassociation.org

**RESOURCE CENTRE FOR MANITOBIANS
WHO ARE DEAF-BLIND (RCMDB)**

The RCMPDB provides service to adults, and their family members, who are deaf-blind due to accident, trauma, disease or condition. The RCMPDB promotes opportunities for independence, dignity and empowerment for adults in Manitoba who have become deaf-blind.

RCMDB

228 - 285 Pembina Highway
Winnipeg, MB R3L 2E1
Using Manitoba Relay Service: 1-800-855-0511
(if using voice phone)
TTY: 284-2531
Fax: 477-1390
E-mail: rcmdb@rcmdb.net
Coordinator: jsayer@rcmdb.net
Website: www.rcmdb.mb.ca

MANITOBA TELECOM SERVICES INC. (MTS)

A full range of special needs equipment is available at the MTS centre Corporate Kiosk. A select range of special needs equipment may also be available at other MTS Connect stores, located in the major malls. Visit the website at: www.mts.ca for a full description of special needs services and products available.

Special Needs Winnipeg

Phone: 941-8557

TTY: 942-4942

Fax: 949-0570

E-mail: mts.special.needs@mts.ca

Outside Winnipeg

Toll-free: 1-800-542-8703

TTY: 1-866-238-2539

Fax: 1-866-238-2538

TTY Repair Drop Off

Deaf Resource Centre

101 - 285 Pembina Highway

Winnipeg, MB

RESOURCES FOR NEWCOMERS

MANITOBA GOVERNMENT INQUIRY

Manitoba Government Inquiry is a bilingual information and referral service that will help you identify and access provincial programs or services.

Phone: 945-3744

Toll-free: 1-866-626-4862

Telecommunications Device for the Deaf:
945-4796

E-mail: mgi@gov.mb.ca

Website: www.gov.mb.ca/contact.html

AGE & OPPORTUNITY-ENGLISH AS AN ADDITIONAL LANGUAGE PROGRAM (EAL)

Age & Opportunity offers 21 English classes in locations throughout Winnipeg for immigrant seniors. The classes help the seniors to learn everyday English and increase their awareness of programs and services available to them in the community. They also offer summer clubs for immigrant seniors. The EAL for Seniors Program is funded by Manitoba Labour and Immigration.

If you are interested in attending these classes in Winnipeg, please contact:

Age & Opportunity Centre, Inc.

200 - 280 Smith Street

Winnipeg, MB R3C 1K2

Phone: 956-9739 or 956-6440

Fax: 946-5667

Web Site: www.ageopportunity.mb.ca

IMMIGRANT WOMEN'S ASSOCIATION OF MANITOBA, INC.

The Immigrant Women's Association of Manitoba, Inc. was formed in 1983 to address the concerns of immigrant women and their families. The programs offered include:

- advocacy
- referral
- public education and information

For more information, contact:

Immigrant Women's Association of Manitoba, Inc.

4th Floor Library

University of Winnipeg

515 Portage Avenue

Winnipeg, MB R3B 2E9

Phone: 989-5800

E-mail: iwam@uwinnipeg.ca

IMMIGRANT WOMEN'S COUNSELLING SERVICES

The Immigrant Women's Counselling Service offers a safe place for Immigrant/Refugee women to meet and to support one another in solving their problems. The

Counselling Services also provide confidential nonjudgmental support services to immigrant/refugee women who have/are being abused. Help with interpretation and accompaniment, individual counselling, support groups, as well as information, advocacy and referral services are available through the Immigrant Women's Counselling Services.

For more information, contact:

Immigrant Women's Counselling Services

200 - 323 Portage Avenue

Winnipeg, MB R3B 2C1

Phone: 940-2172

THE INTERNATIONAL CENTRE

The International Centre is an immigrant serving agency providing a comprehensive range of settlement services, including:

- Settlement and Integration Support Services
- Employment Services
- Adult Education Information Services
- Outreach Services
- Nutrition Services
- Volunteer Services
- Citizenship Preparation Classes
- Language Bank
- Notary public services are also available

LANGUAGE BANK

The International Centre's Language Bank provides interpreters on a 24-hour-a-day basis in over 80 languages and dialects, although after regular office hours this is on an emergency basis only. Translators are also provided to verify or complete translations. Service is provided for the police, hospitals, courts and other social agencies as well as for the general public. Notary public services are also provided at a very reasonable rate.

For more information, contact:

The Language Bank

International Centre

406 Edmonton Street

Winnipeg, MB R3B 2M2

Phone: 943-9158

E-mail: info@international-centre.ca

Website: www.international-centre.ca

JEWISH CHILD & FAMILY SERVICES

Jewish Child & Family Services provides:

- counselling services to the general community.
- supportive services to seniors and their families, including supports for Holocaust survivors.
- community mental health to adult clients and their families.
- newcomer resettlement integration.
- volunteer program including support for seniors and family life education.
- services offered in English, Yiddish, Russian, Ukrainian, Hebrew and Spanish.
- referral for English as an additional language classes for newcomer seniors.

For more information see Jewish Child and Family Services to Jewish Older Adults. See page 45.

SOCIETY FOR MANITOBANS WITH DISABILITIES (SMD)

The SMD has an ethnocultural program that provides services to all Manitobans with disabilities. Staff provide translation and cultural interpretation services and can speak a total of 16 different languages. They help link clients to appropriate services.

For more information, contact:

Society for Manitobans with Disabilities

825 Sherbrook Street

Winnipeg, MB R3A 1M5

Ethno Cultural Coordinator
Phone: 975-3067
E-mail: jperron@smd.mb.ca
Website: www.smd-services.com

MANITOBA INTERFAITH IMMIGRATION COUNCIL INC.

The Manitoba Interfaith Immigration Council provides the following services to refugee newcomers (Government Assisted, Privately Sponsored Refugees, and Refugee Claimants):

- reception and temporary accommodation
- settlement and orientation
- sponsorship services
- inland refugee claim assistance
- support programs through the Volunteer Department
- youth programs

For more information, contact:
Manitoba Interfaith Immigration Council, Inc.
Welcome Place
397 Carlton Street
Winnipeg, MB R3B 2K9
Phone: 977-1000
E-mail: barbf@miic.ca
Website: www.miic.ca

LIBRARY AND ARCHIVE SERVICES

MANITOBA LEGISLATIVE LIBRARY

Main Library

100-200 Vaughan Street
Winnipeg, MB R3C 1T5
Phone: 945-4330
E-mail: legislative_library@gov.mb.ca
Website: www.gov.mb.ca/chc/leg-lib/

Legislative Reading Room

Room 260, Legislative Building
450 Broadway
Winnipeg, MB R3C 0V8
Phone: 945-4243
E-mail: reading@leg.gov.mb.ca

WINNIPEG PUBLIC LIBRARY

In Winnipeg

Phone: 986-6450
E-mail: wpl-info@winnipeg.ca
Website: www.winnipeg.ca/library
TTY: 986-3485

Outside Winnipeg

Public Library Services
Toll-free: 1-800-252-9998
E-mail: pls@gov.mb.ca

THE METIS CULTURE AND HERITAGE RESOURCE CENTRE

The Metis Culture and Heritage Resource Centre has a Metis genealogy service, culture and history-based non-lending library, which is open to those who are interested in coming down for a visit.

For more information, contact:
The Metis Culture and Heritage Resource Centre

506 - 63 Albert Street
Winnipeg, MB R3B 1G4
Phone: 956-7767 • Fax: 956-7765
E-mail: metisrc@mb.sympatico.ca
Website: www.metisresourcecentre.mb.ca

ARCHIVES OF MANITOBA

The Archives of Manitoba holds archival records of the Manitoba government, municipalities and schools since Manitoba became a province in 1870, private records of individuals, organizations and community groups dating from the Red River Settlement days to the present, and the records of the Hudson's Bay Company since its inception in 1670, documenting the history of the fur trade exploration and settlement in Western Canada and the development of HBC's retail empire.

Selected records may be helpful in establishing proof of age for obtaining social and financial benefits or for researching family history.

For more information, contact:

Archives of Manitoba

130-200 Vaughan Street

Winnipeg, MB R3C 1T5

Phone: 945-3971

Toll-free: 1-800-617-3588

Website: www.gov.mb.ca/archives

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OTHER SERVICES

CONTACT COMMUNITY INFORMATION

CONTACT Community Information (Volunteer Manitoba) is a community information referral service, which refers Manitobans to social services and programs available through health, educational, cultural and recreational resources in the province of Manitoba.

For more information, contact:

CONTACT Community Information

Phone: 287-8827

Toll-free: 1-866-266-4636

Fax: 287-8785

Toll-free Fax: 1-866-422-8247

E-mail: vmproject@mts.net

Website: www.contactmb.org

CONGRATULATORY MESSAGES

Manitobans celebrating a 25th wedding anniversary (and at five year intervals thereafter) or a 65th birthday (and at five year intervals thereafter) can request congratulatory messages from Federal and Provincial (Manitoba) Dignitaries through the services of the Province of Manitoba Greetings Branch.

To request greetings you may either access the online request form at:

Province of Manitoba Greetings Branch

Telephone: 945-1657

Toll-free: 1-800-282-8069

Website: www.gov.mb.ca/legislature/greeting/index.html

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SAFETY AND SECURITY

CITIZENS' RIGHTS

OMBUDSMAN

The Ombudsman will investigate complaints relating to administrative acts, decisions or omissions by departments and agencies of the Provincial and Municipal Governments under The Ombudsman Act. In addition, the Ombudsman will review compliance with the access to information and protection of privacy rights under *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act*.

Office of the Ombudsman

Province of Manitoba

750 - 500 Portage Avenue

Winnipeg, MB R3C 3X1

Phone: 982-9130

Toll-free: 1-800-665-0531 • Fax: 942-7803

E-mail: ombudsma@ombudsman.mb.ca

Website: www.ombudsman.mb.ca

Office of the Ombudsman

Scotia Towers

603 - 1011 Rosser Avenue

Brandon, MB R7A 0L5

Phone: 571-5151 • Toll-free: 1-888-543-8230

Fax: 571-5157

E-mail: bran@ombudsman.mb.ca

MANITOBA HUMAN RIGHTS COMMISSION

The Manitoba Human Rights Commission is an independent agency of the Government of Manitoba that administers The Manitoba Human Rights Code. The principles of equality of opportunity, and freedom from unreasonable discrimination in the areas of employment, housing and services extend to all ages under The Code.

The Commission staff conciliates, mediates and investigates complaints which allege discrimination, or failure to accommodate special needs, based on the following grounds: ancestry, ethnic or national origin, religion or creed, age, sex (including pregnancy); gender-determined characteristics, sexual orientation, marital/family status, source of income, political belief, and physical or mental disability. Complaints which are not resolved may be referred to an independent human rights adjudicator, who is appointed by the Attorney General of Manitoba, for a hearing.

The Commission balances its enforcement activities with the promotion of human rights and public education. It conducts public education programs, and has developed a series of workshops and seminars on human rights topics. It also publishes The Manitoba Human Rights Connections Bulletin once a month. All the Commission's publications are available on its website.

Commission offices are located in Winnipeg, Brandon and The Pas.

Winnipeg

7th Floor-175 Hargrave Street

Winnipeg, MB R3C 3R8

Phone: 945-3007

Fax: 945-1292

Brandon

340 - 9th Street

Brandon, MB R7A 6C2

Phone: 726-6261

Fax: 726-6035

The Pas

2nd Floor – Otineka Mall

Box 2550

The Pas, MB R9A 1M4

Phone: 627-8270

Fax: 623-5404

Toll-free: 1-888-884-8681

TTY: 1-888-897-2811

E-mail: hrc@gov.mb.ca

Website: www.gov.mb.ca/hrc

SOCIAL SERVICES APPEAL BOARD

The Social Services Appeal Board is an independent appeal board for decisions regarding provincial income assistance and other programs offered by Manitoba Family Services and Housing, including 55 Plus – A Manitoba Income Supplement Program.

You may file an appeal if you are in receipt of, or are applying for, certain provincial assistance programs and if you have had your benefits denied, suspended or reduced.

The appeal is as follows:

- send a letter of appeal to the Board or by completing an appeal form, which is available on request.
- the appeal must be filed within 30 days of being notified of the decision to deny, reduce or suspend benefits.
- once filed, a hearing will be scheduled within 30 days and both parties will be given the opportunity to explain their case directly to the Board.
- a decision is then made in private after the hearing.
- a letter is then sent, usually within 15 days of the hearing, advising of the decision.

For further information, please contact the Board office directly:

Social Services Appeal Board

7th Floor, 175 Hargrave Street
Winnipeg, MB R3C 3R8
Phone: 945-3003
Toll-free: 1-800-282-8069
Fax: 945-1736
TTY: 948-2037

THE MANITOBA ASSOCIATION FOR RIGHTS AND LIBERTIES (MARL)

The Manitoba Association for Rights and Liberties is an advocacy and educational body working for improved human rights protection. MARL is a non-government, non-profit organization whose objective is to promote respect for and observance of fundamental human rights and civil liberties. MARL examines all new government legislation for possible human rights infringements and presents briefs on its concerns and recommendations when applicable.

For more information, contact:

Manitoba Association for Rights and Liberties

507 - 294 Portage Avenue
Winnipeg, MB R3C 0B9
Phone: 947-0213
Fax: 946-0403
E-mail: marl@escape.ca
Website: www.marl.mb.ca

GRANDPARENT AND FAMILY ACCESS

The Grand Relations Strategy was developed by the Manitoba Government Department of Family Services and Housing in November 2006. The law addressing grandparent and family access was amended in December 2006. The change was intended to facilitate relationships between grandparents and grandchildren when it is in a child's best interest and there are problems within the family regarding this issue. For further information and assistance contact Mary Kate Martin, the Grandparent Advisor at Family Conciliation, a branch of Family Services and Housing.

Family Conciliation

2nd Floor - 379 Broadway
Winnipeg, MB R3C 0T9
Phone 945-7236
Toll-free 1-800-282-8069, ext. 4031
E-mail Mary.Martin@gov.mb.ca

LEGAL SERVICES

COMMUNITY LEGAL EDUCATION ASSOCIATION (CLEA)

CLEA is a not-for-profit organization with a mandate to increase access to justice by increasing knowledge of the law and the legal system. CLEA provides a telephone information and lawyer referral service (see Law Phone-In and Lawyer Referral Program), speakers' bureau, and legal information publications, Community Legal Intermediary Training Course, as well as a variety of special initiatives including ongoing programming to promote the development of legal education in the school system.

For further information, contact:

Community Legal Education Association

205 - 414 Portage Avenue
Winnipeg, MB R3C 0L8
Phone: 943-2382
Toll-free: 1-800-262-8800
E-mail: info@communitylegal.mb.ca
Website: www.communitylegal.mb.ca

LAW PHONE-IN AND LAWYER REFERRAL PROGRAM

This office provides legal information over the phone on many types of legal problems and can refer you to a lawyer if necessary. A lawyer on the referral panel will not charge for the first half-hour of consultation. "Shut-in" lawyers are prepared to visit ill, disabled or older adults in hospital or at home. This service refers callers to law-related agencies. When you have a question on a legal matter, contact:

Law Phone-in and Lawyer Referral Program

Phone: 943-2305

Toll-free: 1-800-262-8800

This is a phone-in service. You will be asked to leave your name and number on the answering machine and a lawyer on staff will return your call at a time convenient for you.

LEGAL AID MANITOBA

Legal Aid Manitoba provides legal help to people with low incomes. For those who qualify, we handle family cases; criminal cases for adults and youth; poverty law cases involving welfare, workers compensation or disability benefits; public interest law cases for groups and individuals with test cases in the areas of consumer, poverty, environmental, Aboriginal and Charter of Rights challenges. We do not handle real estate transactions, wills and estates, adoptions, corporate and commercial matters, or civil litigation matters. We operate a public drop-in centre in Winnipeg on Tuesday, Wednesday and Thursday afternoons at 294 Portage Avenue to provide general legal information and help for people applying for Legal Aid.

Administration Office

402-294 Portage Avenue

Winnipeg, MB R3C 0B9

Phone: 985-8500

Fax: 944-8582

Toll-free: 1-800-261-2960

TTY 943-1131

Website: www.legalaid.mb.ca (bilingual English and French)

Regional Offices

Legal Aid Manitoba has four regional offices. These offices handle family matters, child protection matters and criminal cases for adult and youth clients.

Thompson Community Law Centre (Thompson)

3 Station Road

Thompson, MB R8N 0N3

Tel: 1-800-665-0656

Fax: 677-1211

Toll-free: 1-800-665-0655

Parklands Community Law Centre (Dauphin)

31 - 3rd Avenue North East

Dauphin, MB R7N 0Y5

Tel: 622-7000

Fax: 622-7029

Toll-free: 1-800-810-6977

Westman Community Law Centre (Brandon)

236 - 11th Street

Brandon, MB R7A 4J6

Tel: 729-3484

Fax: 726-1732

Toll-free: 1-800-876-7326

Northlands Community Law Centre (The Pas)

Box 2429, 236 Edwards Avenue

The Pas, MB R9A 1M2

Tel: 627-4820

Fax: 627-4838

Toll-free: 1-800-268-979

In cooperation with Legal Aid Manitoba, professional lawyers provide services on such matters as wills, powers-of-attorney and other concerns requiring a legal consultation. Services cost \$25.00 each and are available to Winnipeggers 55+ regardless of income. Legal clinics are offered at:

AGE & OPPORTUNITY

Head office

200 - 280 Smith Street

Phone: 956-6440

Main Street Senior Centre

817 Main Street

Phone: 942-7486

St. Vital/St. Boniface Senior Centre

254 Lakewood Boulevard

Phone: 956-5734

To make an appointment, contact the location nearest you.

MEDIATION SERVICES

Mediation Services is a program promoting peace and restorative justice within the community. Through education and mediation, people learn to resolve conflict using non-violent conflict resolution processes.

A mediator is an impartial person who assists people in defining the issues in the dispute, and in using a problem-solving process to arrive at an acceptable outcome for all parties. Numerous mediation and conflict resolution workshops are also offered each year.

For more information, contact:

Mediation Services

302 - 1200 Portage Avenue

Winnipeg, MB R3G 0T5

Phone: 925-3410

Toll-free: 1-866-925-3410

E-mail: info@mediationserviceswpg.ca

Website: www.mediationserviceswpg.ca

THE PUBLIC TRUSTEE

The Public Trustee provides trustee services for a fee to the people of Manitoba in situations where no one else is capable, suitable or willing to do so. The Public Trustee is both a person and a branch of Manitoba Justice. It provides the following services:

- Acting as committee or substitute decision maker of last resort for people who are not mentally capable of managing their own affairs, and who do not have anyone willing, able or suitable to manage for them.
- Accepting Powers of Attorney from competent but vulnerable adults who have no one else willing, suitable or able to act as attorney, and who wish The Public Trustee to act in that capacity.
- Administering estates of people who died in Manitoba with no one else capable or

willing to act as personal representative.

- Administering trust monies for people under 18 years of age.

The Public Trustee

Suite 500, 155 Carlton Street

Winnipeg, MB R3C 5R9

Phone: 945-2700

E-mail: publictrustee@gov.mb.ca

Website: www.gov.mb.ca/publictrustee

The Public Trustee

340 - 9th Street, Room 143

Brandon, MB R7A 6C2

Phone: 726-7025

Toll-free: 1-800-282-8069

CONSUMER RIGHTS

CONSUMERS' BUREAU

The Consumers' Bureau administers consumer protection legislation for the Province of Manitoba under The Consumer Protection Act, The Business Practices Act, The Personal Investigations Act, The Charities Endorsement Act, The Hearing Aid Act, the Bedding and Other Upholstered or Stuffed Articles Regulation under The Public Health Act, and Part III Reverse Mortgage Loans of The Mortgage Act. In the course of its duties it:

- licenses companies and individuals that direct sell.
- licenses collection agents and registers collectors.
- certifies hearing aid dealers.
- authorizes charitable fund raising.
- registers manufacturers and renovators of stuffed articles.

The Consumers' Bureau hears, mediates and investigates consumer related complaints. If you have a question or complaint about a purchase or lease of goods or services, repair,

door-to-door sale, debt collection, charitable fundraiser, hearing aid dealers or any business practice that affects you as a consumer, contact the number listed below.

CONSUMER INFORMATION/EDUCATION PROGRAM

This program provides presentations to seniors' groups to help prevent problems by educating individuals about their rights and responsibilities as consumers. The program makes seniors aware of consumer protection legislation administered by the Consumers' Bureau. It helps seniors recognize and avoid becoming the victims of consumer frauds and scams. In addition, educational material exists, which provides information about identity theft and shopping safety online. To book a presentation for your group, contact:

Consumers' Bureau Manitoba Finance

302 - 258 Portage Avenue

Winnipeg, MB R3C 0B6

Phone: 945-3800

Toll-free: 1-800-782-0067

E-mail: consumersbureau@gov.mb.ca

Website:

www.gov.mb.ca/finance/cca/consumb

MANITOBA SECURITIES COMMISSION

The Manitoba Securities Commission is a special operating agency of the Government of Manitoba which regulates the securities (investment) industry in the province.

The Commission:

- requires anyone selling securities in Manitoba to register with the Commission.
- provides a listing of individuals who are registered to sell securities.

- investigates complaints of unfair treatment by investment advisors.
- conducts presentations to seniors on how to avoid investment scams.

Manitoba Securities Commission

Phone: 945-2548

E-mail: securities@gov.mb.ca

Website: www.msc.gov.mb.ca

CONSUMERS' ASSOCIATION OF CANADA (MANITOBA)

The Manitoba Branch of the Consumers' Association of Canada (CAC Manitoba) is a non-profit, volunteer organization that informs consumers and represents the consumer interest in Manitoba.

CAC Manitoba operates an InfoCentre which provides information on:

- product testing and pre-purchase information.
- how and where to complain.
- how to protect against frauds and scams.

CAC Manitoba also offers a referral service to help consumers access government departments or organizations that will best meet their needs. It also provides internet access to consumer websites.

Consumer Association of Canada, Manitoba Branch

21 - 222 Osborne Street South

Winnipeg, MB

R3L 1Z3

Phone: 452-2572

Toll-free: 1-888-596-0900

E-mail: info@consumermanitoba.ca

Website: www.consumermanitoba.ca

PERSONAL SECURITY

MANITOBA VICTIM SERVICES BRANCH SUPPORT FOR VICTIMS OF CRIME

Manitoba Justice, Victim Services assists:

- victims of the most serious crimes as outlined in the Victim's Bill of Rights
- victims of domestic violence
- child victims and witnesses

In Winnipeg, services are divided into specialty units. The type of crime determines which unit will assist the victim.

In rural Manitoba, crime victim service workers provide a range of services to victims in each of the above categories of crime.

SPECIFIC PROGRAMS:

Victim Rights Support Service

The *Victims' Bill of Rights (VBR)* came into effect in 2001. This legislation specifies the rights of victims of the most serious crimes. The bill ensures crime victims' rights are recognized and protected in their dealings with police, prosecutors, courts and corrections officials.

Victim Rights Support Service assists victims who qualify for services under this legislation by:

- helping them register for their rights under VBR.
- explaining when and how they may exercise their rights.
- providing information about the prosecution and results of the case against the accused.

- providing court support and information, when possible.

Domestic Violence Support Service

Domestic Violence Support Service helps victims of domestic violence when criminal charges have been laid, or may be laid against their partners. The program provides support and information to victims of domestic violence by:

- providing information about the criminal charges and the court process.
- explaining the roles of those involved in the criminal justice system.
- discussing safety planning.
- explaining how to get protective relief orders.
- offering on-going emotional support and short-term counselling.
- explaining the cycle of violence and how it can be broken.
- offering support throughout the court process.
- providing court preparation and going to court with victims, when possible.
- advising the Crown attorney of concerns victims may have about court cases.
- providing information and referrals to community resources, as needed.

The program also provides victims with information about the Cellphone Emergency Limited Link-up/Short Term Program (CELL).

Cellphone Emergency Limited Link-up Program (CELL)

The CELL program gives an added level of protection to people who are involved in high risk relationships or stalking. The program is a

co-operative effort between MTS™, Nokia™, UTStarcom, social service agencies, police services and Manitoba Justice. It is available in several Manitoba communities.

The program loans victims free cellphones at times of extreme risk. The phones are pre-programmed to dial emergency services. Victims of domestic violence or stalking who receive the phones must have a written protection plan in place.

Child Victim Support Service (CVSS)

The Child Victim Support Service (CVSS) helps victims and witnesses of abuse (up to 18 years of age), adult survivors of sexual abuse, and other vulnerable victims (on a case by case basis) who are involved in the criminal court process. They reduce fear and help victims and witnesses cope by:

- explaining the criminal court process and procedures.
- preparing them for court (including a visit to the courtroom to help familiarize witnesses with their surroundings and make them feel more comfortable).
- identifying special needs and the potential for aids to help with testimony.
- attending court with witnesses, when possible.
- scheduling meetings with Crown attorneys to discuss any special issues.
- arranging short-term counselling for victims, witnesses and their caregiver(s).
- providing emotional support to witnesses and their caregiver(s).
- referring victims to community resources such as therapists or treatment programs.
- providing information and guidance on how to prepare Victim Impact Statements.

Compensation for Victims of Crime Program

The Compensation for Victims of Crime program provides compensation to victims

who suffer personal injury, hardships or expenses as a result of certain crimes. The program is also available to specific relatives and dependants of victims of homicide in Manitoba.

If someone has been injured as a result of a crime, or someone is an immediate family member of a person killed due to a crime, that person may be entitled to compensation. People may also be compensated if they were injured while helping a police officer or while trying to prevent a crime.

To apply for compensation, the offender does not need to have been caught, but a formal report must be made to the police.

Compensation may cover reasonable expenses (not already covered by another source) resulting from a crime including:

- payment of medical expenses (prescription drug costs, ambulance bills).
- replacement of damaged clothing or items seized by police as evidence.
- dental treatment, replacement or repair of dentures.
- replacement or repair of prescription eyeglasses.
- payment for grief therapy or other counselling services.
- compensation for lost wages for victims who have been disabled or for dependants of a victim who was fatally injured.
- support payments for dependents.
- payment for rehabilitation or retraining.
- compensation for permanent disability.
- payment of funeral expenses.

For more information about the Compensation for Victims of Crime program, contact:

Phone: 945-0899

Toll-free: 1-800-262-9344

Victim Witness Assistance Program

This program provides support services to victims and witnesses of crime who are subpoenaed to appear in either Provincial Court or Court of Queen's Bench in Winnipeg.

Services to victims include:

- written correspondence with the Crown attorney about their specific case concerns.
- information and guidance on how to prepare Victim Impact Statements.
- court preparation.
- accompaniment to court.
- court cancellation notifications.
- reimbursement of expense claims.

For more information about the Victim/Witness Assistance program, contact:

Phone: 945-3594

Toll-free: 1-800-635-1111

Domestic Violence Intervention Unit

The Domestic Violence Intervention Unit offers support to families who receive police services for domestic violence incidents that occur in Winnipeg, but that do not result in charges or arrests. Specially trained workers help people at risk of abuse in relationships to stop the cycle of violence.

Services include:

- creating a safe, supportive environment to talk about the situation.
- connecting families to appropriate community resources through information referral, advocacy and co-ordination of community resources.
- providing short-term emotional support and referral to counselling.
- creating a protection plan to improve safety
- offering information about and help with orders of protection.

- providing service to both partners where it is appropriate and safe to do so.

For more information about the **Domestic Violence Intervention Unit** contact:

Phone: 945-5448

For more information about **Manitoba Justice's Victim Services**, contact the office nearest you.

Toll-free: 1-866-484-2846

Website:

www.gov.mb.ca/justice/victims/index.html

Winnipeg Region

Winnipeg 945-6851

Interlake Region

Selkirk 785-5213

Eastman Region

Lac Du Bonnet 345-9752

Central Region

Portage la Prairie 239-3378

South Central Region

Morris 746-8249

Westman Region

Brandon 726-6515

Parkland Region

Dauphin 622-5080

Norman Region

The Pas 627-8483

Thompson Region

Thompson 677-6368

AGE & OPPORTUNITY

Older Victim Services provides assistance and information to older victims of crime in the Winnipeg area. This service is provided by Age & Opportunity in cooperation with the Winnipeg Police Service. The program includes assistance with:

- assisting older persons during the police investigation.
- Victim Impact Statements.
- insurance, home safety, replacing lost ID.
- applications for financial compensation for personal injuries.
- providing emotional support and court accompaniment.
- crime prevention education.

Older Victim Services

200 - 280 Smith Street

Winnipeg, MB R3C 1K2

Phone: 956-6440

Fax: 946-5667

E-mail: info@ageopportunity.mb.ca

Website: www.ageopportunity.mb.ca

MANITOBA PUBLIC INSURANCE – AUTO THEFT

Working together, community partners have reduced auto theft in Manitoba by nearly 30 per cent in just one year. That means 2,600 fewer vehicles were stolen in 2007, making our neighbourhoods safer for everyone. By protecting your property, you can help us build on this progress.

For advice on protecting your vehicle and its contents, visit corporation's website at www.mpi.mb.ca. Auto crime specialists can also make group presentations on request.

If you have a vehicle on Manitoba's Most-at-Risk list, you can equip your vehicle with an approved anti-theft immobilizer at little or no cost. Manitoba Public Insurance will pay for a standard installation. You pay only for any additional work, such as working around a remote starter. Once the immobilizer is installed, you'll get a \$40 annual discount on your Autopac for the vehicle.

For information, call: 985-7000

Toll-free: 1-800-665-2410

TTY/DDD: 985-8832.

PHONE FRAUD

PhoneBusters is a National Call Centre specializing in central sourcing complaints on:

- Telemarketing/mail fraud.
- ID theft.
- West African Fraud Letters.
- Internet Fraud and other consumer scams with a Canadian connection.

If you are contacted by someone who promises great prizes, requests money in advance for shipping, taxes, etc., or if you must purchase a product to qualify, call Fraud's toll-free number. Any other suspicious calls where personal ID or money is needed up front should be checked. The information collected by PhoneBusters is shared with other law enforcement agencies for possible investigations.

SeniorBusters is a weekly volunteer program coordinated by PhoneBusters where seniors call back other senior victims of fraud to offer education and support.

For more information, contact:

Hours of operation:

Monday to Friday - 8 a.m. to 6 p.m. EST.

Toll-free: 1-888-495-8501

E-mail: info@phonebusters.com

Copies of Advanced Fee Letter Fraud (419/ West African/Nigerian Letters) should be emailed directly to: waf1@phonebusters.com

Website: www.phonebusters.com
www.antifraudcentre.ca
www.recol.ca

BLOCK PARENT PROGRAM OF WINNIPEG, INC.

The Block Parent Program introduced in 1975, was the first Community Safety Program available to residents. The Block Parent Program hasn't changed over the years and it

remains as a Community Safety Program that people can participate in as time allows and not be burdened by meetings. We are part of the Block Parent Program of Canada, Inc. and the Block Parent Program of Manitoba. We use the same window signs and the same operating standards. Block Parents are screened by the Police Service to ensure everyone that their homes are "Safe Homes with Safe Strangers". We have newly designed Block Parent signs that are replacing all existing signs in the city. In Winnipeg we have around 4,000 dedicated Block Parent volunteer homes. The program extends to anyone, young or old, who needs immediate assistance. This is a program that is SIMPLE, EFFECTIVE and FREE.

For more information contact:

The Block Parent Program of Manitoba

466 Gertrude Avenue

Winnipeg, MB R3L 0M8

Phone/Fax: 284-7562.

Email: bppw@mts.net

Website: winnipegblockparents.mb.ca

The Block Parent Program of Manitoba

Box 296

Balmoral, MB - R0C 0H0

Phone: 467-9752

E-mail: melnychuk@netscape.ca

AGE & OPPORTUNITY - SAFETYAID CRIME PREVENTION FOR OLDER MANITOBANS

SafetyAid is a crime prevention program that helps prevent break and enters and gives seniors a better sense of safety and security in their homes. SafetyAid will provide a thorough home safety and falls prevention audit. Eligible seniors will also receive free installation of safety devices such as deadbolts, peepholes, swing bars and more. The falls prevention component provides eligible seniors with nonskid bath mats, flashlights, nightlights, ice-grip tips for canes and ice melt to help prevent falls. SafetyAid is currently available in Winnipeg, Portage la Prairie, Brandon, Dauphin, Hamiota, Gladstone, Grandview, Minnedosa, Neepawa, Roblin, Russell, Shoal Lake, Ste. Rose du Lac, Swan River, Ebb and Flow First Nation and Pine Creek First Nation.

For more information, contact:

Age & Opportunity

200 - 280 Smith Street

Winnipeg, MB R3C 1K2

Phone: 956-6440

Toll-free: 1-888-333-1808

Email: intake@ageopportunity.mb.ca

Website: www.ageopportunity.mb.ca

Think you can
PUSH
 MY BUTTONS?



No matter how often you push the button, your chance of winning is the same every single time.

www.mgcc.mb.ca



Manitoba Gaming
Control Commission

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WE NEED YOUR HELP

To help us improve future editions, we need to know how useful the Manitoba Seniors' Guide is for you. Please fill out this questionnaire and mail or fax it to:

Manitoba Seniors and Healthy Aging Secretariat

822 - 155 Carlton Street

Winnipeg, MB R3C 3H8

Fax: (204) 948-2514

1. How would you rate this Guide as a source of information for seniors?

☐ Excellent ☐ Good ☐ Fair ☐ Poor

2. Would you recommend the Guide to others?

☐ Yes ☐ No

3. How often do you use the Guide?

☐ Every day ☐ Every Week ☐ Once a Month ☐ Once a Year

4. Why do you use the Guide? (You may check more than one reason).

☐ Housing ☐ Government Programs

☐ Health Services ☐ Social Activities

☐ Other (please specify) _____

5. How did you receive the Guide? I received the Guide from...

☐ Seniors & Healthy Aging Secretariat ☐ Seniors Centre

☐ Seniors Fair ☐ Health Centre ☐ Support Services

☐ Other (Please specify) _____

6. Did you use this information for:

☐ Yourself ☐ Family/Friend ☐ Client ☐ Other: _____

7. How can we improve next year's Guide?

8. What information you would like to see included in the Guide?

9. Are you:

☐ Aged 50-64 ☐ Aged 65-75 ☐ Aged 75+

☐ Family Member ☐ Seniors Organization

☐ Other (Please specify) _____

Thank You

Each October, the Manitoba Council on Aging presents its Recognition Awards to individuals in recognition of their service to seniors' organizations and their communities. Recipients are honoured for their exemplary support to seniors in Manitoba.

Nomination forms are available on line at www.manitoba.ca/agefriendly
or call 945-6565 or 1-800-665-6565.

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Thank You

Each October, the Manitoba Council on Aging presents its Recognition Awards to individuals in recognition of their service to seniors' organizations and their communities. Recipients are honoured for their exemplary support to seniors in Manitoba.

Nomination forms are available on line at www.manitoba.ca/agefriendly or call 945-6565 or 1-800-665-6565.

The Manitoba Shelter Benefit

HELPING MANITOBANS IN NEED PAY THE RENT

If you are a low-income senior, family or a person with a disability and you live in private rental accommodations, the Manitoba Shelter Benefit will provide you with a monthly benefit of up to \$200 to help you pay your rent.

WHO IT'S FOR

The Manitoba Shelter Benefit is available to the following renters:

- Single renters over 55
- Couples where one person is over 55
- Renters under 55 with one or more dependents under 18
- Renters under 55 who have a disability, have a spouse or common-law partner with a disability or have an adult dependent with a disability living at home

You may also be able to receive the benefit if you are living in private rental accommodations and you are a person with a disability who receives Employment Income Assistance (EIA). You don't need to apply – EIA will let you know if you are eligible.

HOW IT WORKS

If you live in private rental accommodations, you may be eligible to receive a maximum monthly benefit of \$200 per month. However, the amount you receive is dependent on your total family income and your monthly rent.

You are not eligible to receive the Manitoba Shelter Benefit if you already rent your home from the Manitoba Housing Authority or if you already receive another type of housing benefit.



For more information


To learn more about how the Manitoba Shelter Benefit can help you, please call:

In Winnipeg: 945-2197 • Toll-free: 1-877-587-6224 • TTY: 948-3698

You may also e-mail provservice@gov.mb.ca or visit manitoba.ca/fs/housing



THE MANITOBA HOUSING
AND RENEWAL CORPORATION

Manitoba 

Community Housing Options for Seniors

AGE FRIENDLY
Manitoba



Considering a move from your family home but need support to continue living in your community? Manitoba's Aging in Place strategy may have the solution:

Supports to Seniors in Group Living is a new group housing option with enhanced supports to help seniors live independently in the community. At no charge to tenants, these supports may range from one-on-one help in arranging appointments or transportation, to social activities and expanded meal programs.

Supportive Housing is a community-based alternative to a personal care home for seniors who need 24-hour support and supervision in a secure environment. Tenants pay for rent and services (meals, laundry and light housekeeping) while the regional health authority provides funding for a 24-hour Supportive Housing tenant companion.

For more information or to locate a site near to you, please contact your local regional health authority.

Manitoba 

AGE FRIENDLY Manitoba

Creating communities committed to
healthy, active aging

Aging in Place

Aging in Place is the central principle in the planning of all provincial government housing and long-term care initiatives.

By increasing the opportunity to remain in one's community, or "age in place", Manitobans will be provided options to continue to contribute to the social, civic and economic life of the community.

Aging in Place is a matter of preserving the ability for Manitobans from every culture to remain safely in their own community, to enjoy the familiar social, cultural and spiritual interactions that enrich their lives even though their health may be compromised.

Aging in Place supports an individual's identity and sense of self within the larger community, whether it is in rural or urban areas, in northern or aboriginal communities.

The principles of *Aging in Place* addresses the need for affordable options for housing with supports, as alternatives to premature personal care home placement. The strategy addresses the elements between an individual living in their home and Personal Care Homes.

Aging in Place is a lifestyle that supports the following inherent values:

- Safety and security - living with reduced risks in the home;
- Flexibility - adjusting services to meet changing needs;
- Choice - freedom to choose among options;
- Equity - equal access for all seniors;
- Dignity - Ability to maintain sense of self worth, self esteem and humanness

It is anticipated that supporting individuals to remain in their community and "age in place" will not only promote independence in daily living, but will also maximize overall well being and health.

For more information on Manitoba's *Aging in Place*, visit www.gov.mb.ca



Manitoba 

Creating communities that are good places to grow older.

Older Manitobans in need of long-term care have more choices and options.

The Winnipeg Regional Health Authority (WRHA) has been expanding community supports through its Long Term Care Strategy, helping people to stay longer in their own communities. New community housing options are being developed with supports that will help people delay or avoid admission to Personal Care Home (PCH) and hospital until that level of care is needed. Over the next year, Winnipeg will see the addition of 240 new supportive housing units. The Irene Baron Eden Centre opened in January 2008, with Harmony Court, Chez Nous, 875 Elizabeth Road and Riverside Lions all opening by summer 2008.

For people who still need the level of care provided in a personal care home, efforts are underway to improve living environments. This includes opening River Park Gardens (PCH), expansion of Foyer Valade (PCH), and the June 2008 opening of the expanded Sharon Home (Simkin site).

Enhanced supports are being offered to individuals within existing seniors buildings with the goal of keeping people independent for as long as possible. In addition, a new Health Centre for seniors at Deer Lodge Centre will be opening in Fall 2008. Here seniors who are having difficulty living in the community can receive a wide range of care and support services at one location.

The WRHA's Long Term Care Strategy supports the Manitoba Government's Aging in Place strategy and will help more seniors, and others requiring long-term care to live independently in their communities safely and with dignity.

For more information about the WRHA's Long Term Care Strategy, visit www.wrha.mb.ca



Winnipeg Regional
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